

Welbeck Practice Management

Role Title: Principal Practice Manager – Float & Business Continuity Lead

Reports To: Head of Operations – Practice Management

Location: Hybrid | WPM London Hub (Ealing Broadway) – 3 Days Office / 2 Days Remote

Salary: £50,000 - £55,000 per annum

Role Purpose

The Principal Practice Manager is a senior member of the Welbeck Practice Management (WPM) team responsible for providing expert practice management support across a portfolio of consultant practices.

This role is broadly equivalent to a Senior Float Medical Secretary or Float Practice Manager within the independent healthcare sector. In addition to providing practice cover, the postholder will lead business continuity activities across the WPM portfolio, supporting the Head of Operations with consultant onboarding, service transitions, operational improvement initiatives and periods of growth.

The successful candidate will quickly integrate into established consultant practices, maintain service standards and provide reassurance to consultants and patients during periods of absence, change or expansion.

Key Objectives

- Deliver exceptional practice management support across multiple consultant practices.
- Provide seamless cover during annual leave, sickness absence, recruitment gaps and onboarding periods.
- Maintain continuity of service and patient experience during periods of operational change.
- Build trusted relationships with consultants, patients, hospitals, referrers and insurers.
- Support consultant onboarding, practice migrations and service improvement projects.
- Promote best practice and service excellence across the WPM team.

Key Responsibilities

Core Practice Management Responsibilities

The postholder will be expected to undertake the full range of duties associated with WPM Practice Manager role. This includes diary and clinic management, patient pathway coordination, correspondence, insurer liaison, stakeholder communication, patient enquiries, admissions, investigations, procedure scheduling and all associated administrative activities. The successful candidate will be capable of assuming responsibility for consultant practices with minimal supervision whilst maintaining exceptional standards of service delivery.

Float & Business Continuity

- Provide planned and unplanned cover across the WPM client portfolio.
- Assume responsibility for consultant practices at short notice when required.
- Review consultant preferences and workflows to ensure a smooth transition of support.

- Maintain continuity of service when a consultant's usual Practice Manager is unavailable.
- Provide reassurance and a consistent point of contact for consultants and patients.
- Support colleagues by providing cross-cover and maintaining service standards across the wider WPM portfolio.
- Identify and escalate operational risks affecting service delivery.
- Support service recovery and stabilisation following staffing changes or operational challenges.

Team & Operational Support

- Support onboarding of new consultants joining WPM.
- Assist with practice migrations and operational projects.
- Share knowledge and best practice with colleagues across the Practice Management team.
- Provide informal guidance and support to less experienced Practice Managers where appropriate.
- Contribute to service improvements, operational consistency and business growth initiatives.
- Ensure compliance with GDPR, Information Governance and company policies.

Essential Experience & Skills

- Minimum 5 years' experience working exclusively as a Private Medical Secretary or Practice Manager within UK private healthcare.
- Proven ability to manage consultant practices independently with minimal supervision.
- Strong understanding of private healthcare processes, insurer workflows and hospital systems.
- Excellent diary management, organisational and prioritisation skills.
- Excellent written and verbal communication skills.
- Strong stakeholder management and relationship-building skills.
- High level of IT proficiency and confidence using healthcare software platforms.
- Ability to adapt quickly to different specialties, consultants and working environments.
- Professional, resilient and solutions-focused approach.

Desirable

- Previous experience as a Float Medical Secretary or Float Practice Manager.
- Experience supporting multiple medical and surgical specialties.
- Experience using Carebit, Semble, Meddbase and private hospital portals.
- Mentoring, coaching or supervisory experience.
- Experience supporting consultant onboarding, practice migrations or service transitions.

Personal Attributes

- Patient-focused and service-driven.
- Adaptable, organised and highly professional.
- Confident working independently.
- Calm under pressure and able to manage competing priorities.
- Proactive, accountable and solutions focused.
- Strong relationship builder and collaborative team player.
- Committed to delivering exceptional client service and patient care

Package

- Salary Range: £50,000 - £55,000 per annum.
- Hybrid Working Model (3 Days Office / 2 Days Remote).
- Office Location: Spaces Ealing Aurora, 71–75 Uxbridge Road, London W5 5SL.
- 28 Days Annual Leave plus Bank Holidays.
- Aviva Pension Scheme – 5% Employer Contribution.
- Private Medical Insurance.
- Health Cash Plan.
- Season Ticket Loan.
- Electric Vehicle Salary Sacrifice Scheme.
- Blue Light Card.
- Additional Welbeck Health Partners wellbeing benefits.

Role Brief

This is the most senior non-management Practice Management role within Welbeck Practice Management.

The successful candidate will become WPM's lead Float & Business Continuity specialist, supporting a diverse portfolio of consultant practices whilst helping maintain service excellence, operational stability and business growth across the organisation.

This role offers a unique opportunity to work across multiple specialties, support a wide range of consultants and play a key role in shaping the future growth and operational success of Welbeck Practice Management.

Ideal for experienced Private Medical Secretaries or Senior Practice Managers seeking a varied, senior role with exposure to multiple consultant practices, onboarding projects and operational improvement initiatives.

This is not a traditional float secretary position. The role combines hands-on practice management with business continuity, consultant onboarding, service transitions and operational improvement responsibilities across the wider WPM portfolio.

Please note: A minimum of five years' experience working as a Private Medical Secretary or Practice Manager within private healthcare is essential. Applications that do not meet this requirement will not be considered.