

Job Description: Patient Pathway Administrator

Location: Welbeck, London

Corporate Function: Heart & Lung Health

Reporting to: Lead Administrator

Contract: Full-time, Permanent

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare - combining calm, confidence, and clinical credibility in environments designed around people, not process.

We reject the impersonal and process driven. Instead, we create refined, patient-centred spaces where consultants and teams are empowered to deliver world-class care and a seamless patient experience. Every Welbeck centre reflects our belief that excellence is achieved through partnership, purpose, and precision.

About the Heart & Lung Department

Welbeck Lung Health Specialists provide a high-quality environment for patients with all types of respiratory related conditions.

The private cardiologists behind the Welbeck Heart Health team have been assembled based on their hard-earned international reputations and expertise, making up the largest independent cardiology group in the UK.

The clinics are located on the same floor to provide a fully integrated cardiothoracic centre of excellence.

About The Role:

As Patient Pathway Administrator, you will coordinate and manage the full patient pathway, ensuring seamless scheduling, accurate record management and exceptional service delivery. You will work closely with consultants, clinical teams and external stakeholders to maintain integrated care processes, support billing and administrative functions, and uphold the high standards expected within a private healthcare environment.

Key Responsibilities: Administrative

- Manage the patient pathway administratively, including scheduling face-to-face and phone appointments, and handling front-of-house duties.
- Ensure accurate scheduling of patients for consultations, diagnostic testing, and day case procedures.
- Maintain and update electronic medical records with precision and confidentiality.
Collaborate with external stakeholders such as physician assistants (PAs) and referring medical professionals to facilitate smooth service delivery.
- Uphold exceptional customer service standards, offering support, advice, and reassurance to patients while ensuring their concerns are addressed promptly.
- Work closely with key stakeholders of the business to meet operational and business KPIs, maintaining a patient-centred approach throughout.

Communication:

- Establish and maintain clear communication channels with patients, ensuring enquiries and concerns are addressed promptly and sensitively, whether via phone, in-person interactions, or electronic communication platforms.
- Coordinate effectively with referring medical professionals, physician practice secretaries, and other external stakeholders to facilitate seamless integration of patient care pathways.
- Serve as a liaison between patients and the clinical team, relaying information accurately and efficiently to ensure optimal patient outcomes.
- Continuously evaluate and innovate communication processes to enhance efficiency and effectiveness in delivering outstanding patient-centred care.
- Safeguard patient confidentiality by adhering to strict protocols for secure and confidential communication, ensuring all interactions maintain the highest standards of privacy and data protection.

Operational Delivery:

- Coordinate administrative tasks to ensure a smooth patient journey from appointment booking to post procedure follow-up.
- Continuously assess operational against established KPIs, proactively identifying opportunities for improvement
- Facilitate effective communication and collaboration among internal teams to optimize patient care pathways.
- Manage inventory and supplies efficiently to support operational readiness and smooth workflow.
- Implement quality assurance measures to uphold standards and compliance with regulations.
- Provide training and guidance to new staff members to maintain a cohesive and high-performing team.

Quality Care & Governance:

- Ensure compliance with all relevant regulations and standards.

- Adhere to all mandatory training necessary to carry out your role.
- Understand and identify potential risks to patient safety and quality of care ensuring these are reported in a timely manner.

Reporting:

- Maintain clear lines of communication with direct line managers, business manager and centre director.
- Support the business leads, business manager and centre directors as needed.

Resource/Financial Management:

- Manage payments with precision and accuracy.
- Ensure invoices for appointments are promptly generated.
- Provide meticulous attention to quoting patients for appointments.
- Possess a comprehensive grasp of financial inquiries and transaction processing.
- Demonstrate a good understanding of self-funding and Private Medical Insurance (PMI) procedures.

About You

You are a highly organised and proactive administrator with experience in a patient facing or high quality customer service environment. You thrive in a fast paced setting, managing multiple priorities while maintaining accuracy and professionalism. With excellent communication skills and a discreet, empathetic approach, you build strong working relationships and contribute positively to team collaboration. You are confident using administrative systems, take pride in delivering exceptional service, and are motivated to enhance the patient experience at every touchpoint.

You'll also bring:

- Previous administrative experience, ideally within private healthcare or hospital settings
- Experience in a high-quality, customer-focused environment
- Strong attention to detail and excellent organisational skills
- Confident use of MS Office and electronic care record systems
- Ability to prioritise workload and perform effectively under pressure
- High level of discretion when handling confidential information
- Strong interpersonal skills and ability to build collaborative working relationships
- A patient-centred mindset with a commitment to equality, diversity and inclusion
- Professionalism, diplomacy and a proactive approach to continuous improvement
- GCSEs (or equivalent) including English and Maths

Why Welbeck

- **Autonomy & Influence:**-A leadership community that trusts your expertise to drive excellence and growth.
- **Purpose-Driven Culture:** A values-led environment where world-class clinical care and operational performance go hand in hand.
- **Growth & Impact:** Be part of a network defining best practice in day-case healthcare and delivering experiences patients genuinely remember.

Infection Prevention and Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Health Partners Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on strictly need to know basis in accordance with the responsibilities of the Business's Caldicott Guardian.

Health and Safety at Work

In addition to the Business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Risk

Accept personal responsibility for contributing to Welbeck's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Business.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Business, in accordance with the business policy and training. Identify and report actual or potential hazards/ risks in the work environment in accordance with business policies and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow, Welbeck Health Partners policy on use of Personal Protective equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff).

All individuals have a duty to adhere to the Business Diversity and Equality Opportunity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practice.