

Job Description: Centre Director – Heart Health

Location: Welbeck, London

Function: Heart Health

Reporting to: Senior Divisional Director

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 multidisciplinary teams are empowered to deliver world-class care, exceptional outcomes and seamless patient experiences.

The Role: Operational and Commercial Leader

This is a senior leadership opportunity to play a pivotal role in the delivery and growth of a flagship specialist healthcare centre within Welbeck. As Centre Director you will be responsible for leading a high performing, multidisciplinary team to deliver exceptional patient care within a state-of-the-art private clinical environment.

The role combines operational leadership with commercial accountability. You will oversee day-to-day centre management while identifying and executing opportunities for growth, innovation, and service expansion. With responsibility for financial performance, you will manage budgets, support strategic planning, and drive revenue and profitability. At the same time, you will foster a culture of continuous improvement, using data, patient feedback, and performance metrics to enhance outcomes and maintain compliance with regulatory standards such as CQC.

This position comes at an exciting time of expansion and transformation, with opportunities to scale services, introduce new clinical innovations, and further establish the centre as a market-leading provider. You will act as a key connector between clinicians, corporate teams, and external stakeholders, ensuring alignment, collaboration, and the successful delivery of both clinical excellence and business objectives.

Key Responsibilities

Operational Leadership

- Lead the day-to-day operations of the centre, ensuring efficient service delivery and exceptional patient care
- Monitor centre KPIs including utilisation, patient satisfaction, clinical outcomes, EBITDA contribution, and workforce productivity
- Lead, develop, and manage multidisciplinary teams, including clinical and administrative staff
- Oversee consultant recruitment, working closely with the Practising Privileges team to ensure effective onboarding, credentialing, annual compliance, and ongoing engagement of consultants.
- Partner effectively with internal HR experts to oversee recruitment, onboarding, staff development and performance
- Foster a high-performance culture focused on quality, collaboration, and patient satisfaction
- Build and maintain strong relationships with clinicians, partners, and internal stakeholders

Commercial & Strategic Growth

- Drive growth initiatives, expanding clinical services and enhancing patient outcomes
- Manage centre financial performance, including budgeting, forecasting, and revenue optimization
- Support the adoption of new technologies, treatments, and innovative clinical practices
- Identify and implement commercial opportunities to increase profitability

Clinical Governance & Compliance

- Ensure full compliance with regulatory standards, including CQC requirements
- Act as Registered Manager, overseeing governance, risk, and patient safety
- Drive consultant engagement, retention, and service development opportunities

About You:

You are an ambitious, resilient, and highly capable healthcare leader with both clinical credibility and strong management expertise.

Your direct clinical experience may come from a nursing, allied health professional, physiotherapy, medical, or equivalent healthcare background, with proven experience leading complex healthcare operations and CQC-regulated services. You bring a blend of operational expertise, commercial acumen, and a deep understanding of regulatory frameworks, enabling you to balance patient care excellence with sustainable business growth. You are confident working in fast-paced, evolving environments and are comfortable leading through periods of change and expansion.

A natural collaborator and communicator, you build strong relationships across multidisciplinary teams and with senior stakeholders. You lead with integrity, resilience, and clarity, inspiring high performance while supporting the development of others.

You'll also bring:

- Proven experience in healthcare management across operations, commercial, and administration. A background in cardiology is not essential.
- Clinical or medical registration with an appropriate regulatory body (GMC, NMC, HCPC etc)
- Strong financial acumen, with experience managing budgets and driving revenue growth
- Excellent leadership and people management skills within multidisciplinary teams
- Deep understanding of healthcare governance, compliance, and quality standards
- Ability to influence, negotiate, and communicate effectively at all levels
- A data-driven approach to decision-making and performance improvement
- Strong organisational, planning, and prioritisation skills
- Adaptability and resilience in a fast-paced, evolving environment
- Experience building strategic partnerships and stakeholder relationships
- Commitment to continuous improvement, innovation, and high-quality patient care

Why Welbeck

This is an opportunity to join one of the UK's most ambitious and innovative private healthcare organisations at a pivotal stage of growth.

- **Autonomy & Influence:**-A leadership community that trusts your expertise to drive excellence and growth.
- **Purpose-Driven Culture:** A value-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, and 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.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.