

Job Description: Lead Administrator

Location: Welbeck Oxford

Reporting to: Business Manager

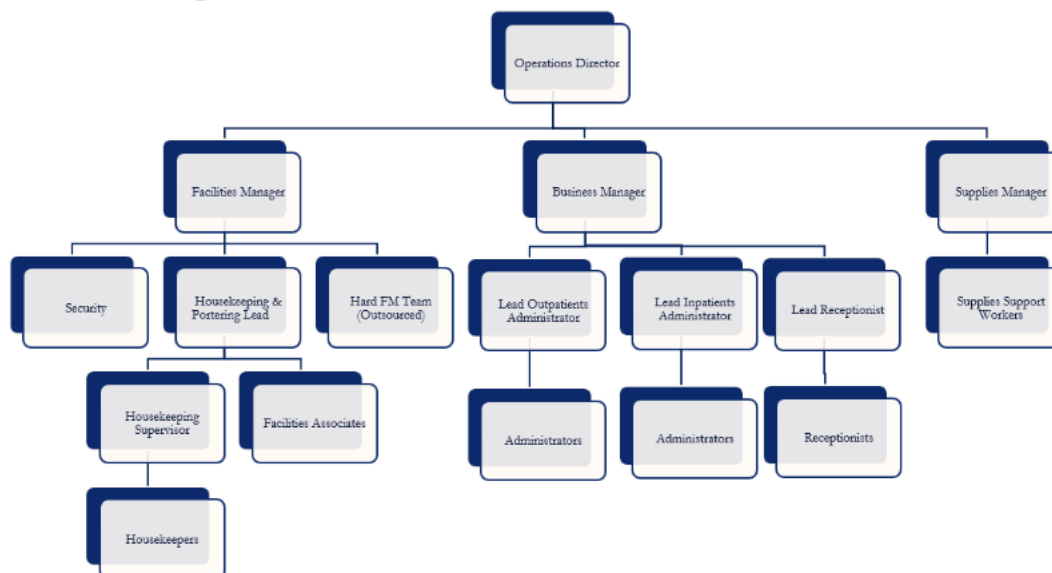
Contract: Full-time, Permanent

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.

Welbeck Oxford is our state-of-the-art centre serving the Oxfordshire area, delivering outpatient diagnostics, procedures and day-case interventions across specialties including ENT, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology and Gastroenterology – part of the wider Welbeck Health Partners network, including our flagship centre at 1 Welbeck Street, London.

Operations Staffing Structure



The Role: Lead Administrator

This is a key leadership opportunity at Welbeck Oxford, responsible for day-to-day administrative and billing performance across the centre. As Lead Administrator, you will lead a high-performing administrative team, ensuring seamless guest pathways from referral through to billing completion.

The role combines operational leadership with billing accountability. You will oversee bookings, imaging, and outpatient or inpatient administration, working closely with the Business Manager, peer Lead Administrators and clinical teams to keep services accurate, efficient and consistently high-quality.

Key Responsibilities

Operational & Administrative Leadership

- Lead daily bookings, imaging and outpatient or inpatient administrative operations
- Monitor clinic utilisation, capacity planning and diary management to optimise efficiency
- Maintain and continuously improve administrative and billing SOPs
- Provide hands-on support during peak periods and cross-cover across Lead Administrator functions

Billing & Revenue Control

- Oversee day-to-day billing activity across insured and self-pay pathways
- Ensure accurate, timely charge capture and monitor turnaround times to prevent delays
- Ensure insurer authorisations are obtained and validated ahead of treatment
- Act as first escalation point for billing queries, discrepancies or disputes

Team Leadership & Governance

- Lead, coach and develop a team of Administrators and Reception staff
- Support rota coordination, onboarding and performance management
- Ensure compliance with CQC requirements, GDPR, safeguarding and centre policies
- Represent Welbeck Oxford with professionalism, discretion and integrity

About You:

You are an organised, resilient administrator with strong leadership instincts and a genuine passion for guest experience. You bring calm, clear judgement to a fast-moving healthcare environment and take pride in getting the details right.

You will likely have experience in private healthcare billing or administration, ideally with supervisory responsibility, and be confident managing competing priorities without losing sight of accuracy or service standards.

You'll also bring:

- A Level 3 qualification (or equivalent) and evidence of continuing professional development
- Experience in a private healthcare billing or administrative environment, ideally with supervisory responsibility
- Strong command of insurer and self-pay billing pathways, KPIs and month-end processes
- Excellent attention to detail, communication and stakeholder management skills
- Proficiency in MS Office and confidence learning new guest management systems
- A calm, adaptable, guest-first approach under pressure

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:** Take real ownership of a centre's administrative and billing performance.
- **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 guests genuinely remember.

Infection Prevention and Control

All Welbeck employees have a duty to co-operate with and implement Business policies and procedures in preventing and controlling infection, in line with the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff to work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Confidentiality

Maintain confidentiality of personal data held for colleagues and guests, processed lawfully and in accordance with the Data Protection Act (as amended) and the responsibilities of the Welbeck Caldicott Guardian.

Health and Safety at Work

You are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended), including the duty to take reasonable care of yourself and others, and to report incidents promptly using the Business incident reporting system.

Risk

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

Equality and Diversity

The Business is committed to equal opportunities in employment and to eliminating all forms of unlawful discrimination, promoting equality of opportunity and good relations between staff and guests.

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 pos