

Job Description: Lead Receptionist

Location: Welbeck Oxford, Jordan Hill Business Park, OX2 8EJ

Reporting to: Business Manager

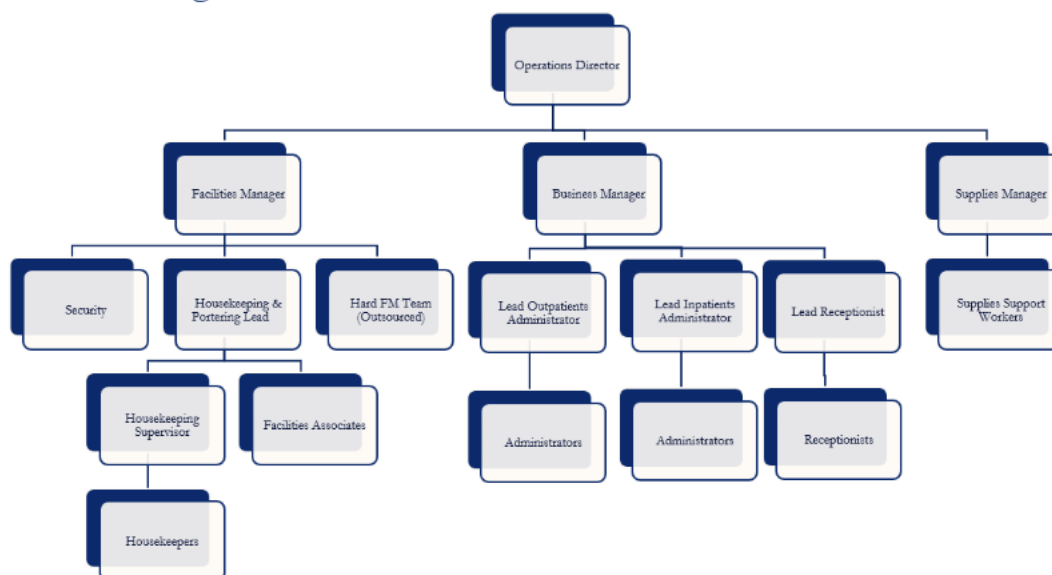
Contract: Full-time, Permanent

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 Receptionist

This is a key front-of-house leadership opportunity at Welbeck Oxford, responsible for the day-to-day delivery of a premium reception service across the centre. As Lead Receptionist, you will lead by example, ensuring guests, visitors, consultants and colleagues receive a consistently warm, professional and discreet welcome from arrival through to

departure.

The role combines visible team leadership with hands-on operational coordination. You will oversee reception workflows, guest flow, call handling, handovers and daily readiness, working closely with the Business Manager, Lead Administrators, clinical teams and operational colleagues to keep the service calm, responsive and consistently high-quality.

Key Responsibilities

Front of House Leadership & Daily Delivery

- Lead the day-to-day Front of House Reception service, ensuring reception areas are guest-ready, calm, organised and professionally presented
- Provide visible supervision, guidance and task allocation to Receptionists during each shift
- Coordinate reception cover, breaks and handovers to maintain continuity of service across opening hours
- Support rota planning, annual leave coordination and timesheet accuracy as directed by the Business Manager
- Provide hands-on reception support during busy periods and act as the first escalation point for reception-related operational issues

Guest Experience & Communication

- Ensure all guests, visitors and consultants receive a warm, professional and discreet welcome that reflects Welbeck's premium service standards
- Oversee guest arrival, check-in, itinerary issuing, waiting area experience and departure arrangements
- Coordinate reception communication with clinical teams, Administrators, Lead Administrators, consultants and operational colleagues
- Oversee incoming calls, switchboard activity, voicemails and shared mailboxes, ensuring enquiries are directed or actioned promptly
- Support the team to manage complex or sensitive guest interactions calmly, respectfully and professionally

Process, Systems & Service Improvement

- Support the maintenance and consistent use of reception SOPs, checklists, scripts and local processes
- Identify opportunities to improve guest flow, reception efficiency, call handling, mailbox management and handover quality
- Assist with ordering and monitoring essential Front of House supplies, escalating stock or procurement issues appropriately
- Support use of guest management systems, telephony tools, electronic records, incident systems and operational reporting tools

Team Support & Governance

- Coach and support Receptionists, helping new starters settle into the role and maintain consistent standards
- Assist with local induction, training, mandatory training follow-up and competency development for the reception team
- Ensure reception activity complies with centre policies, GDPR, confidentiality,

- safeguarding, health and safety and CQC-related expectations
- Support safe guest pathways by identifying and escalating risks, incidents, complaints, security concerns or operational issues promptly
- Represent Welbeck Oxford with professionalism, discretion and integrity

About You:

You are an organised, calm and professional front-of-house leader with a genuine passion for guest experience. You bring clear judgement, warmth and discretion to a fast-moving healthcare environment and take pride in making every interaction feel considered, efficient and reassuring.

You will likely have experience in reception, front of house, private healthcare, hospitality or another premium customer service environment, ideally with responsibility for supporting or coordinating a team. You will be confident managing competing priorities without losing sight of service standards, confidentiality or operational detail.

You'll also bring:

- GCSEs, NVQ in Customer Service, Business Administration or equivalent experience in a front-of-house, reception or customer service environment and evidence of continuing professional development
- Experience in a high-quality reception, front-of-house, private healthcare, hospitality or premium customer service environment
- Confidence supporting rota coordination, handovers, team communication and daily task allocation
- Excellent attention to detail, communication and stakeholder management skills
- Proficiency in MS Office and confidence learning new guest management, telephony and reporting systems
- An understanding of confidentiality, GDPR, safeguarding, health and safety and guest-centred service delivery
- A calm, adaptable, guest-first approach under pressure
- Understanding of private healthcare pathways, front-of-house operations, CQC standards and premium patient experience standards would be desirable

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