

Job Description: Clinical Lead – Heart Health

Location: Welbeck, London

Function: Welbeck Heart Health

Reporting to: Centre 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: Clinical Lead – Heart Health

The Clinical Lead will provide expert clinical and operational leadership across the full clinical team within Welbeck Heart Health, including the Invasive service, Echocardiography and Vascular services, and the Cardiac Physiologist/Scientist team. The post holder will ensure the continuous provision of evidence-based, high-quality patient care and robust quality assurance across all diagnostic and procedural services.

The post holder will feed relevant clinical, quality and performance data into the Quality Assurance & Performance Improvement Committee, the Resuscitation Committee, and the Heart Health MDT, ensuring the clinical service is fully represented in centre-wide governance and clinical decision-making.

The post holder will act as the Centre Director's main deputy, taking responsibility for the day-to-day operational leadership of the centre in their absence, working alongside the Business Manager as part of the centre's senior leadership team.

Key Responsibilities

Clinical / Operational Responsibilities

- Provide expert professional and clinical leadership for the Invasive and Outpatient services, ensuring a high-quality, patient-centred diagnostic service.

- Provide independent clinical support within the scope of their professional registration, competence and experience, maintaining accountability in accordance with the standards of their regulatory body and relevant professional guidance.
- Use initiative and a problem-solving approach to manage complex clinical scenarios without supervision, ensuring that results requiring urgent attention are escalated to the referring clinician promptly.
- Monitor clinical standards and protocols across the outpatient and invasive clinical services (Ambulatory Monitoring, ECG, ECHO, Vascular scans, Invasive lists), ensuring they are regularly reviewed and revised in line with best practice.
- Lead the department's quality assurance programme, including internal and external accreditation (e.g. BSE accreditation), equipment calibration and quality control, and continuous audit of diagnostic accuracy and reporting turnaround.
- Identify and review any aspect of the service that does not meet safe or satisfactory standards of care, putting in place mechanisms for improvement and monitoring their impact.
- Drive continuous performance improvement across the team, using data, KPIs and patient feedback to enhance clinical outcomes, productivity and patient experience.
- Participate in and support the centre's multidisciplinary team meetings, liaising closely with Cardiologists, Vascular Surgeons, and administrative staff.
- Take an active role in the centre's research, innovation and service evaluation programmes, including the evaluation of new equipment and technologies.
- Access, enter, change and manage information in the centre's clinical and business systems, and participate in the completion of audits relevant to the clinical area.
- Communicate with clarity and sensitivity across a broad range of patient groups, showing empathy and emotional support where required.

Invasive Services Oversight

- Provide clinical and operational oversight of the Invasive service (e.g. Ablations, EPS, PFO closures, TOEs, DCCVs and device implantation), working through the Invasive Lead.
- Ensure robust clinical governance, safety and quality standards are maintained across all invasive/procedural lists, including consent, safety checklists, and post-procedure care pathways.
- Oversee scheduling and utilisation of invasive procedure lists, ensuring efficient use of theatre/procedure room time and appropriate staffing levels.
- Ensure the Invasive Lead maintains appropriate oversight of the Cardiac Nurse Specialist (CNS) and Healthcare Assistant (HCA) team, including competency, training and day-to-day performance and review of utilisation.
- Ensure invasive equipment, consumables and stock are appropriately managed, maintained and quality-controlled.
- Support incident reporting, investigation and learning across the Invasive service, feeding relevant findings into the QAPI and Resuscitation Committees.

Managerial

- Provide day-to-day leadership and line management of the Invasive Lead, the Echocardiography and Vascular team, and the Cardiac Scientist team, including recruitment, retention, performance management and staff development.

- Ensure the Invasive Lead is effectively managing and developing the Highly specialised physiologists, Cardiac Nurse Specialist (CNS) and Healthcare Assistant (HCA) team.
- Maintain duty rotas across the clinical team and ensure they meet the day-to-day clinical needs of the centre.
- Monitor staff sickness and absence, ensuring it is managed in line with centre policy.
- Collect and report monthly clinical and statistical activity data, and weekly information on additional hours, overtime and agency usage.
- Ensure stock levels and equipment across the clinical team are maintained, promoting cost-effective use of resources.
- Work in partnership with the Business Manager to ensure aligned, efficient operational delivery across the centre.
- Feed relevant clinical, quality and performance data from across the clinical team into the Quality Assurance & Performance Improvement (QAPI) Committee, the Resuscitation Committee, and the Heart Health MDT.
- Liaise with other disciplines, departments and centres across the Welbeck network.

Deputising for the Centre Director

- Act as the Centre Director's main deputy, taking responsibility for the day-to-day operational leadership of the centre in their absence, working alongside the Business Manager to ensure continuity of service
- Operations: ensure all administrative and clinical staff across the centre are effectively organised and managed to provide an efficient infrastructure that enables delivery of top-quality care.
- Financial performance: take responsibility for planning, monitoring and assessing performance against budget in the Centre Director's absence, and support business cases for new equipment, technologies and service developments.
- People management: support the selection, orientation, supervision and performance evaluation of centre staff, and the completion of personal development plans.
- Regulatory, governance & safety: ensure appropriate processes and outcome management are in place to meet the requirements of all accreditation bodies, including but not limited to CQC, deputising for the Centre Director as a point of escalation.
- Driving innovation: provide support to staff and the physician group to trial and adopt new innovations that improve outcomes, patient experience or efficiency.
- Business development: support commercial activities that drive the success of the centre, e.g. referrer analysis, outreach and marketing events.
- Represent the centre on clinical working groups and committees, and liaise with other disciplines, departments and centres, in the absence of or at the request of the Centre Director.

Education and Training

- Maintain up-to-date knowledge of the specialty, including clinical developments, and undertake continued professional development as identified through the appraisal process.
- Train and supervise staff in echocardiography and vascular diagnostic techniques, ensuring competence to practise.
- Monitor the performance of the Cardiac Scientist/Physiologist team and identify learning and development needs.
- Support the Centre Director in providing training and education required by the business and its employees.

Behaviour Qualities

- Act as a role model for compassionate and inclusive leadership, taking personal responsibility for obtaining feedback on self and ensuring the team is trained in and lives the centre's values.
- Ensure a specific commitment to equality and inclusiveness in all aspects of service activity, including recruitment, development and management of staff.
- Take an operational leadership role in improving culture at service level, delivering key actions as agreed with the Centre Director.
- Cultivate a safe working environment with regular opportunities to hear and act on staff feedback.
- Have difficult conversations and manage performance around behaviour effectively.
- Clearly share an ambitious vision and goals, actively aligning the team through proactive use of the Welbeck appraisal process.
- Actively challenge discriminatory behaviour and take appropriate action where it occurs.

Regulatory, Governance & Safety

- Support the Centre Director to ensure appropriate processes and outcome management are in place to meet the requirements of all accreditation bodies, including but not limited to CQC.
- Assist in developing, interpreting, supporting and implementing policies and procedures in line with clinical and information governance.
- Work closely with the clinical quality team to ensure centre standards are met, including infection control.

About You

You are an experienced, credible and calm clinical leader with a strong background in cardiac diagnostics, echocardiography and/or vascular services. You combine hands-on technical expertise with the ability to lead multidisciplinary teams, maintain high standards of governance and support the operational running of a busy, specialist healthcare centre.

You'll also bring:

- Degree or equivalent professional qualification in a relevant healthcare discipline, with current professional registration such as NMC, HCPC, RCCP or equivalent.
- Experience in a leadership role within Echocardiography and/or Vascular services.
- Competence across a full range of echocardiography and vascular diagnostic studies without supervision.
- Experience leading and managing a multidisciplinary clinical scientist or physiologist team.
- Experience working within a CQC-regulated healthcare environment.
- Experience deputising for, or supporting, senior operational leadership.
- Strong understanding of BSE and relevant professional guidelines for acceptability and reporting standards.
- Knowledge of cardiac and vascular disease presentation and its effect on diagnostic findings.
- Understanding of quality assurance, equipment calibration and quality control processes.
- Understanding of invasive cardiology service delivery and governance, sufficient to provide oversight through the Invasive Lead.
- Sound financial and commercial awareness, with experience supporting budgets and business planning.
- Strong communication skills, a calm approach under pressure and a commitment to continual professional development.

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 a strictly need-to-know basis in accordance with the responsibilities of the Business's Caldicott Guardian.

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 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 and visors. Maintain 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.

Health and Safety at Work

In addition to the Business responsibilities under 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.

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.

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