

Job Description: Lead Patient Pathway Administrator

Location: Welbeck, London

Function: Welbeck Heart & Lung Health

Reporting to: Business Manager

Contract: Full-time, Fixed Term

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: Lead Patient Pathway Administrator

The post holder will provide a responsive and efficient administrative service to meet the needs of the business, using their own reason, intellect and judgement to work independently and to deal with matters on behalf of their Manager and Management Team.

The post holder will be an effective decision-maker, able to prioritise their own workload whilst responding to interruptions, deal with unpredictable work patterns, and proactively resolve issues without reference to others Key Responsibilities.

This Lead Patient Pathway Administrator role is a pivotal leadership position within the multidisciplinary administrative team supporting both Welbeck Heart Health and Welbeck Lung Health. In this fast-paced and dynamic environment, the post holder will play a key role in managing and developing a large team, working closely with the Business Manager to ensure smooth operations across two specialist multidisciplinary services.

With a team of over 9 permanent staff and approximately 3 bank staff, this role is ideal for an individual with experience in a smaller management role who is ready to step up into a larger, more impactful position.

The post holder will be responsible for managing the Patient Pathway Administrators across both Heart Health and Lung Health, who oversee the end-to-end patient pathway and deliver exceptional, world-class service throughout the patient journey. This includes ensuring that patient care standards

are upheld with empathy and professionalism, handling complex bookings, and fostering a positive, collaborative environment that prioritises an outstanding patient experience at every stage.

Reflecting the growth of the Heart & Lung Health service, the role has evolved significantly beyond a traditional administrative remit. It now carries genuine leadership scope across seven core areas: Operational Management, People Management, Governance & Quality, Business Performance, Consultant Relationship Management, Service Development and Change Management each set out in full below.

Main Duties and Responsibilities

The role spans seven core areas of responsibility, reflecting the scope and seniority of the post:

1. Operational Management

- Ensure smooth day-to-day operational running of the service in the absence of the Business Manager, managing delegated responsibilities to maintain seamless service delivery.
- Oversee scheduling and shift planning across the administrative team, ensuring adequate coverage that meets patient demand and operational needs.
- Demonstrate a strong understanding of invasive booking procedures, providing guidance to the team in managing these sensitive and complex bookings with precision and professionalism.
- Maintain a thorough working knowledge of all cardiology and respiratory tests, and a comprehensive understanding of all services delivered at Welbeck, to effectively support patients and the team.
- Respond to patient concerns promptly and professionally, focusing on de-escalation and resolution to prevent formal complaints.

2. People Management

- Provide day-to-day leadership within the team, fostering a collaborative and goal-oriented working environment.
- Lead the recruitment, onboarding and induction of new team members, ensuring each new hire is well-integrated and set up for success.
- Oversee HR processes, ensuring all new and existing staff have up-to-date and complete staff files with the necessary documentation for compliance and operational effectiveness.
- Conduct regular one-to-one meetings with team members, setting clear objectives and providing the support needed for goal achievement and continuous improvement.
- Design and deliver a comprehensive CPD programme for the administrative team, presenting and facilitating sessions on topics such as data protection, sales in healthcare, and conflict resolution.
- Identify training needs and provide opportunities for skill enhancement across the team, fostering a culture of growth and excellence.
- Conduct annual and mid-year appraisals, providing structured feedback and setting clear developmental goals.

3. Governance & Quality

- Ensure compliance with all relevant regulations and standards and adhere to all mandatory training necessary to carry out the role.
- Understand and identify potential risks to patient safety and quality of care, ensuring these are reported in a timely manner.
- Lead the team in delivering an exceptional guest experience to every patient, upholding Welbeck's values of empathy, respect and professionalism.

- Maintain clear lines of communication with direct line managers, the Business Manager and Centre Director, escalating governance or quality concerns promptly.
- Support the business leads, Business Manager and Centre Directors as needed on governance and quality matters.

4. Business Performance

- Manage payments with precision and accuracy, ensuring invoices for appointments are promptly generated.
- Provide meticulous attention to quoting patients for appointments, with a comprehensive grasp of financial enquiries and transaction processing.
- Demonstrate a good understanding of self-funding and Private Medical Insurance (PMI) procedures.
- Demonstrate a good understanding of complex financial issues relating to the patient pathway, promptly resolving these to maintain patient satisfaction and operational efficiency.

5. Consultant Relationship Management

- Act as a key point of contact for Consultants and their PAs, building strong, trusted working relationships that support a seamless patient pathway.
- Work closely with Consultants to understand their individual working practices and preferences, ensuring these are reflected in day-to-day scheduling and patient management.
- Proactively manage and resolve queries raised by Consultants and their PAs, escalating to the Business Manager where appropriate.

6. Service Development

- Build and maintain strong cross-centre relationships, collaborating effectively with other departments to ensure continuity of care and a unified approach to patient service.
- Continually review and improve administrative systems and processes in collaboration with the Business Manager, enhancing the patient pathway experience and ensuring a seamless patient journey.
- Contribute ideas and insight to the ongoing development of Heart Health and Lung Health services, supporting growth in a fast-paced, evolving environment.

7. Change Management

- Support the implementation of new systems, processes and ways of working across the administrative team, helping colleagues adapt to change with confidence.
- Act as a champion for change initiatives introduced by the Business Manager or wider Welbeck leadership, helping to embed new practices within the team.

About You

We are looking for a confident and people-focused administrator who is ready to take the next step into a broader leadership role. You will bring strong experience working in a professional environment, with a proven ability to support, guide and motivate a team while maintaining excellent standards of service.

You will be highly organised, proactive and able to balance competing priorities in a fast-paced healthcare setting. Comfortable working independently and using your judgement, you will be able to respond calmly to changing demands, resolve issues effectively and keep the patient pathway running smoothly.

You will have excellent communication and interpersonal skills, with the ability to build trusted relationships with patients, consultants, colleagues and senior stakeholders. A patient-focused approach is essential, alongside the empathy, professionalism and attention to detail needed to deliver an outstanding guest experience at every stage.

You will be confident using IT systems and administrative processes, with strong accuracy in written work, data handling, bookings and financial administration. Experience within healthcare, particularly private healthcare or a patient pathway environment, would be an advantage, as would a relevant vocational qualification or equivalent experience.

Above all, you will demonstrate Welbeck's values in the way you work: collaborating with others, showing ambition for service improvement, acting with kindness, and empowering colleagues to perform at their best.

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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