

Job Description: Lead Phlebotomist

Location: Welbeck, Oxford

Reporting to: Outpatient 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.

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.

Welbeck is bringing a brand-new, state-of-the-art private healthcare centre to Oxford, marking an exciting phase of growth for the organisation. The facility will offer a wide range of specialist services delivered by leading clinicians, supported by cutting edge technology and a strong focus on patient-centred, same day care. With a variety of new roles being created across clinical and operational teams, Welbeck Oxford presents a great opportunity to join an innovative, forward-thinking environment that is set to redefine private healthcare provision in the area.

Working across outpatient, diagnostic and procedural services, our teams play a vital role in ensuring every patient receives safe, efficient and compassionate care throughout their healthcare journey

The Role: Lead Phlebotomist

The Lead Phlebotomist plays a critical role in ensuring the safe, effective and efficient delivery of phlebotomy services across Welbeck Oxford.

Reporting to the Outpatient Manager, you will provide day-to-day operational leadership for the phlebotomy service while continuing to undertake clinical phlebotomy duties. You will be responsible for maintaining high standards of patient care, supervising the phlebotomy team, coordinating service delivery and ensuring compliance with organisational, laboratory and regulatory requirements.

Working closely with nursing teams, consultants, administrative colleagues and external laboratory partners, you will support service performance, patient safety, workforce planning and continuous improvement initiatives that contribute to an outstanding patient experience.

This role requires a highly organised and patient-focused professional who combines technical expertise with strong leadership capability and a commitment to delivering exceptional standards of care.

Key Responsibilities

- Lead and oversee the day-to-day operation of the phlebotomy service.
- Deliver high-quality venepuncture services in accordance with organisational policies and professional standards.
- Coordinate staffing rotas, annual leave requests and service cover requirements.
- Ensure the service is appropriately resourced to meet patient demand.
- Monitor activity levels and service capacity, escalating operational or staffing concerns appropriately.
- Ensure patients are correctly identified and specimen requirements are verified prior to sample collection.
- Ensure all samples are accurately labelled, documented, stored and transported in accordance with laboratory protocols.
- Support patients throughout the blood collection process, ensuring safety, dignity, comfort and reassurance at all times.
- Monitor and respond appropriately to adverse reactions, complications or emergency situations.
- Act as the first point of contact for patient concerns relating to the phlebotomy service.
- Investigate incidents, complaints and near misses, implementing corrective actions and supporting service improvements.
- Lead on stock management, stock rotation and consumable ordering to ensure uninterrupted service delivery.
- Ensure phlebotomy equipment is maintained, calibrated and fit for purpose.
- Support recruitment, onboarding, competency assessment and ongoing development of phlebotomy staff.
- Maintain compliance with clinical governance, laboratory requirements and organisational standards.
- Promote a culture of patient safety, quality improvement and continuous learning.
- Ensure accurate records are maintained within electronic patient record systems.
- Produce service reports and support audit, governance and performance monitoring activities.
- Contribute to maintaining a safe, clean and organised clinical environment.
- Work collaboratively with multidisciplinary teams to support seamless patient pathways and service delivery.
- Maintain and develop personal knowledge, skills and competencies through ongoing professional development and mandatory training.

About You

You will be an experienced and confident phlebotomist with formal phlebotomy training and demonstrable competence in venepuncture, ideally with experience across a range of patient groups. You will have experience coordinating or supervising a clinical team, managing rotas, annual leave and service cover, and supporting colleagues with their development and competency. Highly organised and able to manage competing priorities, you will remain calm and professional under pressure and have a strong understanding of clinical governance, incident reporting and patient safety. You will communicate effectively with patients, relatives, clinicians and colleagues, work confidently both autonomously and collaboratively, and demonstrate Welbeck's values in everything you do.

You'll also bring:

- Formal training or certification in Phlebotomy (Level 2 or equivalent), with demonstrated venepuncture competency.
- Experience of coordinating or supervising a clinical team and managing rotas, annual leave, recruitment, performance and training.
- Experience working with a variety of patient groups, with paediatric phlebotomy experience or a willingness to develop this competency.
- Experience managing phlebotomy stock, consumables and vacutainer collection systems.
- Strong organisational and resource-management skills, with the ability to manage competing priorities and service demands.
- A good understanding of clinical governance, incident reporting and quality improvement processes.
- Excellent verbal, written and non-verbal communication skills, with the ability to adapt your approach to patients, clinicians, colleagues and external stakeholders.
- A calm, professional and adaptable approach, with the ability to work autonomously and collaboratively while demonstrating Welbeck's values.

Why Welbeck

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