

Job Description: Phlebotomist

Location: Oxford

Corporate Function: Oxford

Reporting to: Lead Phlebotomist

Contract: 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 teams are empowered to deliver world-class care and a seamless patient experience. Every Welbeck centre reflects our belief that excellence is achieved through partnership, purpose, and precision.

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.

The Role: Phlebotomist

The Phlebotomist plays an essential role within the Outpatient Department, providing a professional, safe and patient-centred blood collection service for patients attending clinics and diagnostic appointments. The role supports a wide range of specialist services including ENT, Dermatology, Orthopaedics and Cardiology. Working closely with consultants, nurses, healthcare assistants and administrative teams, you will help ensure efficient patient flow and a high-quality experience throughout each patient's visit.

You will be responsible for obtaining blood samples through venepuncture, ensuring patient comfort, dignity and safety at all times, whilst adhering to clinical standards, infection prevention protocols and local procedures.

Key Responsibilities

Patient Care & Clinical Practice

- Perform venepuncture safely and efficiently in accordance with professional standards and organisational policies.

- Assess patients prior to blood collection and provide reassurance and support throughout the procedure.
- Monitor patients during and after sampling and respond appropriately to any adverse reactions or complications.
- Escalate clinical concerns promptly to a Registered Nurse or Resident Medical Officer.

Specimen Collection & Laboratory Compliance

- Correctly identify patients and confirm specimen requirements prior to sample collection.
- Ensure samples are accurately labelled, documented, stored and prepared for laboratory transport.
- Maintain compliance with laboratory protocols and specimen handling requirements.
- Use phlebotomy and sample-processing information systems accurately and effectively.

Team Working & Service Delivery

- Work collaboratively with the Phlebotomy Lead, nurses, clinicians and wider multidisciplinary teams.
- Support the delivery of high-quality, individualised patient care within agreed care plans and competence levels.
- Assist with induction and orientation of new colleagues where required.
- Work flexibly to meet changing service demands and operational requirements.

Quality, Governance & Safety

- Maintain accurate patient records and documentation.
- Participate in audits, incident reviews, complaints investigations and quality improvement initiatives.
- Report incidents, concerns, risks and near misses in line with governance requirements.
- Support compliance with CQC standards, data protection regulations and organisational policies.

Environment & Resources

- Maintain a clean, safe and organised clinical environment.
- Undertake stock checks and support equipment preparation.
- Adhere to infection prevention and control procedures at all times.
- Promote a culture of safety, dignity and respect for all patients and colleagues.

About You

You will be an experienced and compassionate Phlebotomist with a strong commitment to delivering outstanding patient care. You will be confident working independently while contributing positively to a multidisciplinary team environment. Excellent communication skills, attention to detail and a calm, professional approach are essential, particularly when supporting anxious or vulnerable patients.

You'll also bring:

- Formal Phlebotomy training (Level 2 or equivalent).
- Demonstrable venepuncture competency.
- Experience working with a variety of patient groups.
- Experience using Vacutainer collection systems.
- Strong organisational and time-management skills.
- Excellent verbal and written communication skills.
- Experience working effectively within multidisciplinary healthcare teams.
- Commitment to equality, diversity and inclusion aligned with healthcare 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.