

Booking Specialist

Customer Success & Sales | Central Services, Welbeck London

About Welbeck

Welbeck Health Partners was founded by leading healthcare specialists with a shared ambition to deliver a better standard of healthcare.

Our flagship centre, **Welbeck London**, brings together 21 specialist centres under one roof, combining leading clinicians, advanced technology and purpose-built facilities to deliver seamless, patient-centred care.

As Welbeck continues to grow, we're building teams who share our ambition to deliver healthcare that goes **beyond better**.

About the department

Working across multiple Welbeck centres and specialties, we help patients, referrers and partners navigate cross-centre pathways while delivering exceptional experiences and outstanding outcomes.

The Specialist Booking Team acts as a central point of access for enquiries, referrals and bookings across the Welbeck network. Through a personalised, proactive and commercially focused approach, we support organisational growth by connecting patients to the right services, clinicians and centres as quickly and seamlessly as possible.

About the role

We are looking for an experienced customer success, sales, account management or customer experience professional to join our Specialist Booking Team.

This is not a traditional healthcare administration role. We are seeking a commercially minded and customer-focused individual who enjoys building relationships, managing enquiries and supporting customers through complex decision-making journeys.

Healthcare experience is helpful, but not essential. What matters most is your ability to communicate effectively, manage opportunities proactively and deliver outstanding customer experiences.

As a Booking Specialist, you will take ownership of enquiries from first contact through to booking outcome, helping patients, referrers and partners navigate Welbeck's services and identify the most appropriate pathways to meet their needs. You will play a key role in supporting business growth by maximising appropriate booking opportunities while always acting in the best interests of the patient.

Overview of key responsibilities

- Manage enquiries, referrals and bookings across multiple services and centres.
- Guide patients and referrers to the most appropriate services, clinicians and pathways.
- Deliver an exceptional customer experience across every stage of the booking journey.
- Proactively manage enquiry pipelines, follow-up activity and booking opportunities.
- Build strong relationships with patients, referrers, consultants and internal teams.
- Support booking conversion and commercial performance through effective enquiry management.
- Use CRM systems, booking platforms and performance data to manage activity and maintain accurate records.
- Escalate complex enquiries and service issues appropriately and in a timely manner.
- Contribute to service improvement initiatives and the ongoing development of booking processes.
- Champion Welbeck's Guest Experience standards and Sales Excellence culture.

About you

You are a customer-focused professional who enjoys helping people, building relationships and delivering results.

You are organised, proactive and confident managing multiple priorities while maintaining a high standard of service. You take ownership of your work, communicate effectively and enjoy working towards individual and team objectives.

Essential experience

- Experience in customer success, sales, account management, customer experience or a similar customer-facing role.
- Experience managing customer enquiries, pipelines or service requests from initial contact through to resolution.
- Proven ability to build rapport and establish trusted relationships with customers and stakeholders.
- Experience working with CRM systems, databases or booking platforms.
- Strong organisational skills with the ability to prioritise multiple competing tasks.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced environment while maintaining accuracy and attention to detail.
- A proactive and commercially aware approach to customer engagement and service delivery.

Helpful but not essential

- Previous healthcare experience.
- Experience working within a hospital, healthcare, hospitality or service-driven environment.
- Experience supporting complex customer journeys or multi-step service pathways.
- Knowledge of referral management, appointments or patient booking processes.

Hours: 40 hours per week

Salary: £31,000 + Up to 20% commission

Hybrid working

If you're looking for an opportunity to combine customer success, sales excellence and exceptional service within a growing organisation, we'd love to hear from you.