

Booking Specialist Lead

Customer Success & Sales Leadership | Central Services, Welbeck London

Essential: experience in customer success, sales, account management or a comparable commercial customer-focused role.

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 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 or account management professional to lead our Specialist Booking Team.

This is not a traditional healthcare administration role. We are seeking a commercial, customer-focused leader with experience managing pipelines, improving conversion and developing high-performing teams.

Healthcare experience is helpful, but not essential. What matters most is your ability to build relationships, drive performance and create outstanding customer journeys.

As Booking Specialist Lead, you will lead and develop the team supporting patients, referrers and partners across Welbeck, working with operational leaders to improve processes, maximise bookings and maintain exceptional service standards.

Overview of key responsibilities

- Lead, coach and develop a high-performing Specialist Booking Team.
- Drive enquiry conversion, booking performance and customer engagement across multiple services and centres.
- Balance outstanding customer experience with strong commercial performance.
- Monitor KPIs, pipelines and performance trends to identify improvement opportunities.
- Partner with Centre Directors, Business Managers and Relationship Engagement Team to maximise bookings and service utilisation.
- Act as the escalation point for complex customer, referrer and stakeholder enquiries.

- Use CRM systems, booking platforms and performance data to manage activity and support decision-making.
- Improve processes, patient journeys and team ways of working.
- Support strategic projects, service developments and continuous improvement initiatives.
- Champion Welbeck's Guest Experience standards and Sales Excellence culture.

About you

You are a commercially minded leader who can build relationships, influence outcomes and support teams to achieve ambitious targets.

You are organised, proactive and confident using data to improve performance, solve problems and deliver excellent customer experiences.

Essential experience

- Significant experience in customer success, sales, account management, business development or customer experience.
- Experience leading, coaching or mentoring teams.
- Proven track record of managing customer pipelines and improving conversion performance.
- Experience working with CRM platforms and reporting tools.
- Strong stakeholder management and relationship-building skills.
- Ability to work in a fast-paced environment while managing competing priorities.
- Excellent communication and customer engagement skills.

Helpful but not essential

- Previous healthcare experience.
- Clinical knowledge.
- Previous experience working within a hospital or medical environment.

Hours: 40 hours per week

Salary: £40,000 + Up to 20% commission

Hybrid working

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