

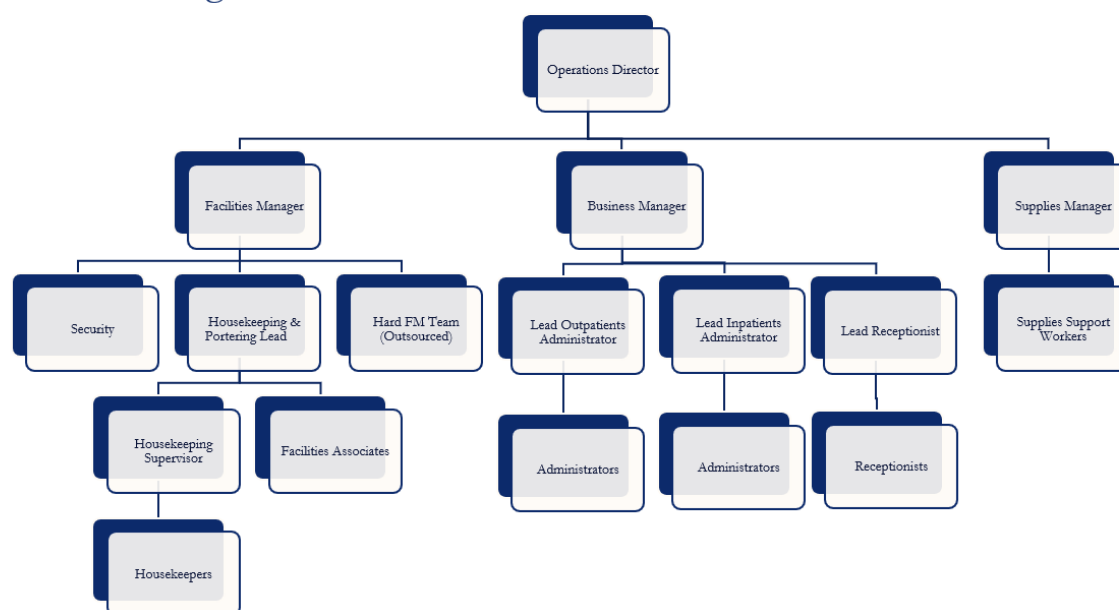


JOB DESCRIPTION

Job Title:	Administrator (Administration & Billing)
Location:	Welbeck Oxford, Jordan Hill Business Park, OX2 8EJ
Reporting to:	Lead Administrator

Structure:

Operations Staffing Structure



About Welbeck:

Welbeck Oxford was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the Oxfordshire area.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology, and Gastroenterology.

Welbeck Oxford forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at 1 Welbeck Street, London. Additional centres are also planned both nationally and internationally.

Controls Assurance Statement:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.



Aim of the role:

The post holder will be expected to support their team, department and centre to achieve the Welbeck Values in their day-to-day work. These are:

- **Collaboration, Harnessing strength in difference**
- **Ambition, Seeing beyond the now**
- **Kindness, Supporting others**
- **Empowerment, Unleashing potential**

The post holder will provide a responsive and efficient Administrative service to meet the needs of the Business. The post holder will use their reason, intellect and judgement to work on their own initiative to deal with matters on behalf of their Manager/Management Team.

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

Job Summary:

We are seeking experienced and dynamic Administrators / Receptionists to join Welbeck Oxford, a new, state-of-the-art multi-specialty day-case centre. This is a versatile and pivotal role within the administrative structure, offering the opportunity to work across all functions, including guest referrals, bookings, outpatient coordination, day-case scheduling, billing, and surgery list management.

As a key member of the admin team, the post holder will play a central role in delivering a seamless, premium guest experience and supporting the smooth running of the centre. The role is rotational and flexible, providing broad exposure across centre operations and enabling effective cross-cover to maintain continuity of service. This is a unique opportunity to contribute to the development and growth of Welbeck Oxford, working alongside leading consultants and clinical teams, with scope for professional development and progression as the centre evolves

This is a highly varied and versatile role, with back-office administrative and billing responsibilities. The post holder will support clinicians and guests across multiple pathways, including booking outpatient appointments, diagnostics and tests, coordinating procedures, preparing documentation, and supporting billing and follow-up activity. The rotational nature of the role ensures exposure to all areas of centre operations, requiring flexibility, adaptability, and a proactive approach to supporting both clinical teams and guest needs.

Job Purpose:

We are seeking a versatile and dynamic Administrator to provide high-quality administrative, and billing support. This pivotal role ensures a seamless, premium guest experience while supporting clinical and operational teams. The role is rotational, offering exposure across referrals, bookings, outpatient coordination, day-case scheduling, surgery lists, and billing operations.

Key Relationships & Stakeholders:

The role involves close working relationships with fellow Administrators and Lead Administrators, clinical teams, consultants and Consultant Private Medical Secretaries, as well as regular interaction with guests and relevant external stakeholders, including insurers and referrers.



- Guests and visitors
- Administrators and Lead Administrators
- Reception and front-of-house teams
- Consultants and Consultant Private Medical Secretaries
- Clinical and MDT teams
- Referrers and external partners
- Central finance and IT teams
- Business Manager
- Insurers, referrers, and external partner

Main Duties and Responsibilities:

The Administrator (Administration & Billing) role is pivotal within the centre, working across administrative functions to support the seamless delivery of a luxury, day-case patient journey. The role is rotational and versatile, with duties spanning referrals, bookings, outpatient coordination, day-case scheduling, surgery list management, billing support, and front-of-house responsibilities during staff shortages.

Administrative & Operational Duties

- Rotate across administrative functions, including referrals, bookings, diagnostics, outpatient coordination, day-case scheduling, and surgery list management.
- Maintain accurate guest records, documentation, and clinic schedules.
- Work closely with consultants, Consultant Private Medical Secretaries (PMS), clinical teams, and Lead Administrators.
- Provide cross-cover during peak periods, absences, or operational demands.

Billing Operations

- Raise invoices for self-pay and insured guests according to consultant contracts, insurer requirements, and centre policies.
- Verify funding status and insurer details prior to invoicing.
- Process payments and maintain accurate billing records within the patient management system.
- Monitor outstanding invoices and support aged debt reduction.
- Escalate complex billing disputes or contractual issues appropriately.
- Contribute to month-end reconciliations and financial reporting requirements.

Communication & Collaboration

- Liaise effectively with consultants, PMS, clinical teams, insurers, referrers, and internal finance/IT teams.
- Ensure clear, timely, and professional communication with guests, staff, and external stakeholders.
- Maintain accurate handover and shift reports to ensure seamless cross-cover.

Governance, Compliance & Risk

- Adhere to all centre policies, procedures, and regulatory standards, including CQC, GDPR, safeguarding, and Health & Safety legislation.
- Follow infection prevention protocols and contribute to a safe working environment.
- Identify and escalate risks, incidents, or concerns promptly.
- Maintain confidentiality and handle personal and guest data responsibly.

Reception & Guest Experience (as required)

- Welcome guests warmly, acting as the first point of contact in person, by phone, and email.
- Maintain a professional, discreet, and guest-focused environment.
- Ensure reception and guest areas are clean, organised, and guest-ready.
- Uphold confidentiality and data protection standards at all times (GDPR).
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Communication:



The Administrator is responsible for clear, professional, and guest-focused communication across all channels:

- **External Stakeholders:** Communicate with referrers, insurers, and partner services as required.
- **Governance:** Accurately record and escalate issues in line with centre policy.
- **Guests & Visitors**– regarding appointments, procedures, and billing queries.
- **Consultants & PMS** – regarding scheduling and financial processes.
- **Clinical Teams** – to ensure pathway readiness and documentation accuracy.
- **Insurers & External Stakeholders** – regarding authorisations and invoices.
- **Internal Teams** – to support smooth handovers and workflow continuity.
- **Admin & Lead Administrators:** Communicate clearly to support cross-cover, handovers, and workflow continuity.
- **Front of House:** regarding patient arrival and discharge or any communication along the guest pathway.

Quality Care & Governance:

- Ensure guest safety, confidentiality, and data protection at all times.
- Adhere to mandatory training and centre policies.
- Identify and escalate risks to safety or service quality promptly.
- Support continuous improvement in administrative pathways and guest experience.
- Act with integrity, professionalism, and accountability at all times.

Reporting:

- Maintain and update patient records, bookings, referrals, and clinical documentation in the electronic patient management system accurately and in a timely manner.
- Record and escalate complaints, incidents, and operational issues to Lead Administrators or the Business Manager as appropriate.
- Produce and submit routine administrative reports, such as call handling metrics, booking accuracy, clinic utilisation, and billing support performance, as required by the Lead Administrators.
- Contribute data and insights to quality improvement initiatives and audits, highlighting trends, delays, or issues affecting the patient journey.
- Ensure all reporting aligns with internal governance requirements and regulatory standards, including CQC expectations and GDPR.
- Maintain accurate handover and shift reports to support seamless cross-cover between peers and continuity of service.
- Maintain accurate patient, booking, and billing records.
- Escalate financial discrepancies, complaints, or governance concerns.

Decision Making & Autonomy

The post holder works under the supervision of a Lead Administrator and is responsible for managing day-to-day reception, administrative, and routine billing tasks within defined procedures.

- Manage routine administrative, reception, and billing tasks independently within defined procedures.
- Prioritise competing demands and respond to urgent enquiries or operational requirements.
- Escalate complex issues to Lead Administrators, Business Manager, or relevant clinical staff as needed.
- Identify minor process improvements and support continuous service enhancement



Infection Prevention & Control:

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement Business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing 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, 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 Safeguarding Child and Adult at Risks Policies and Procedures.

Employees 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 guest, 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 by the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of guest-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

Risk:

Accept personal responsibility for contributing to the 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, following the Business policy and training. Identify and report actual or potential hazards/ risks in the work environment per 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 the use of Personal Protective Equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality & 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 eliminating all forms of unlawful discrimination.

The Business aims to promote equality of opportunity and good relations between staff and guests (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Business Equality and Diversity policy and 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 practices.

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 cooperate 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.

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 you will be required to sign up and maintain your subscription to the DBS Update Service.



Person Specification

Administrator (Administration & Billing)

Qualifications:	Essential	Evidence
Minimum of Level 3 qualification (A-Levels, NVQ3 or equivalent) or relevant administrative training	✓	A
Evidence of continuing professional development in administration, customer service, or healthcare	✓	A/I
Education:	Essential	Evidence
Strong literacy and numeracy skills	✓	A
Proficient in MS Office (Word, Excel, Outlook) and comfortable learning new IT systems, including guest management software	✓	A
Accreditations:	Desirable	Evidence
Prior healthcare administration or medical records accreditation	✓	A/I
Experience:	Essential	Evidence
Proven experience in a high-quality, customer-facing administrative role	✓	A/I
Experience in multi-tasking, managing competing priorities, and working in a fast-paced environment	✓	A/I
Experience handling confidential information and maintaining GDPR compliance	✓	A/I
Experience liaising with clinicians, external providers, or multiple internal teams	✓	A/I
Knowledge and Skills:	Essential	Evidence
Strong organisational and time-management skills	✓	A/I
Attention to detail and accuracy, particularly in guests records, bookings, and billing	✓	A/I
Effective verbal, written, and non-verbal communication skills, adaptable to a range of audiences (guests, clinicians, peers, external stakeholders)	✓	A/I
Ability to work autonomously and collaboratively across functions	✓	A/I
Knowledge and Skills:	Desirable	Evidence
Understanding of healthcare administration, guest pathways, and CQC standards desirable	✓	A/I
Competent in basic financial administration (raising invoices, processing payments)	✓	A/I
Personal Abilities:	Essential	Evidence
Demonstrates Welbeck values : ambition, kindness, collaboration, excellence	✓	A/I
Calm and professional under pressure; able to prioritise and problem-solve effectively	✓	A/I
Flexible and adaptable, willing to rotate across reception and administration functions	✓	A/I
Committed to continuous learning and personal development	✓	A/I
Maintains discretion and professionalism in all interactions	✓	A/I
Takes personal accountability for delivering exceptional guest experience	✓	A/I

Key: A = application, T = test, I = interview

Created/Updated: February 2026