

Centre Director – Health Assessment & Longevity

October 2026

About Welbeck

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.

Health Assessment & Longevity Centre Director

Building on the successful launch of our day surgery & diagnostic specialty services at Welbeck, we are also developing our reputation as a leading provider of Healthcare Screening services. There is a significant opportunity to expand this centre through further development of the health screening packages and growth of the existing client base.

The centre is currently undergoing exciting developments and growth and so the individual will have to be comfortable working with ambiguity in a fast-paced developmental environment. This presents a huge opportunity for growth and input into how the changes roll out and come to life.

We are looking for a highly motivated and self-starting individual to work alongside the medical director in leading this service and continuing to build a nationally, and ultimately, internationally, renowned Centre for health screening at Welbeck.

The individual will need to work across all our clinical centres and head-office departments at Welbeck, creating integrated pathways, processes, and systems to deliver seamless and integrated client experience.

Specific activities with regards screening service development and continuous improvement will include:

- Working closely with operational teams to optimise the client journey.
- Senior oversight of service performance including monitoring and acting upon operational, clinical and financial KPIs.
- Working collaboratively with the sales team and supporting sales processes through maintaining up to date information regarding our products, supporting the development of marketing and sales materials.
- Build strong relationships with key accounts and meet key stakeholders on a regular basis.
- Working closely with the corporate team to further develop and commercialise the Health Assessment & Longevity Centre.

Reporting to the Board of the Health Assessment & Longevity Centre, you will take responsibility for leading and managing all aspects of the centre and will hold the role of Registered Manager:

- **Operations:** Ensuring that all administrative and clinical staff are effectively organised and managed to provide an efficient infrastructure that enables the delivery of top-quality care. Management of SLAs with external providers and other centres.
- **Quality assurance and performance improvement:** Ensuring the centre's activities and records adhere to regulatory requirements; evaluating performance and developing action plans for improvement. Facilitating communication and problem solving to establish effective working relationships between clinicians and centre staff. Develop a culture of continuous improvement that focusses on quality and patient satisfaction.
- **Financial performance:** Take responsibility for planning, monitoring, and assessing performance against the budget.
- **People management:** Selecting, orientating, supervising, and evaluating the performance of all staff. Maintaining standards of performance and assisting in the development and completion of personal development plans for all staff members.
- **Training & development:** Actively seeking opportunities to continually develop your own knowledge and that of the unit staff. Proactively sharing and learning best practice from our other Centre Directors and Joint Ventures.
- **Regulatory, governance & safety:** Ensure appropriate processes and outcome management are in place to meet the requirements of all accreditation bodies, including but not limited to CQC. Assist in developing, interpreting, supporting, and implementing policies and procedures. You will be the CQC Registered Manager of the unit.
- **Driving innovation:** Providing support to the staff and the physician group to trial and adopt new innovations to improve outcomes, patient experience or efficiency.
- **Business development:** Support commercial activities to drive the success of the business, e.g., arranging marketing events, conducting referrer analysis and outreach.

You will be joining us on an exciting journey and there will be huge personal and professional development opportunities at 1 Welbeck Street and elsewhere in the growing Welbeck Health Partners network. Specialist training in aspects of the service will be provided as appropriate. The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and consultation with the postholder.

Candidate profile

Required skills and experience:

- Excellent track record of delivery of high profile and complex projects.
- Extensive experience of managing all aspects of an independent clinical centre (admin, operations, and commercials).
- Ability to take initiatives from concept / design through to implementation and embedding within an organisation.

- High level of emotional intelligence, able to work with / influence colleagues at all organisation levels within the business.
- Extremely commercially attuned, able to manage both strategic concepts (long-term vision, target markets, pricing) and day-to-day sales activities.
- Evidence of having recruited and nurtured high performing teams.
- Focused on delivering the highest level of service to customers, both at strategic level (embedding into service design) and day-to-day (when speaking to and supporting customers directly).
- Enthused by developing a new service and working in an organisation with a dynamic growth mentality.
- Passion for working in the field of healthcare and experience in this field.
- Experience of CQC registered manager role is desirable.
- The successful candidate will be able to demonstrate excellence in:
 - o Leadership & people management skills within a multi-disciplinary team
 - o Adaptability and agility
 - o Communications skills - presenting, influencing, persuading, and negotiating
 - o Collaboration – building partnerships and strategic working relationships
 - o Integrity and resilience
 - o Problem solving skills
 - o Planning, organisation, and delegation skills

Core Values at Welbeck

As a leader at Welbeck, you will embody and promote our core values:

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

Why Welbeck

This isn't just a role; it's an opportunity to help shape the future of private day surgery.

- **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 requires a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.