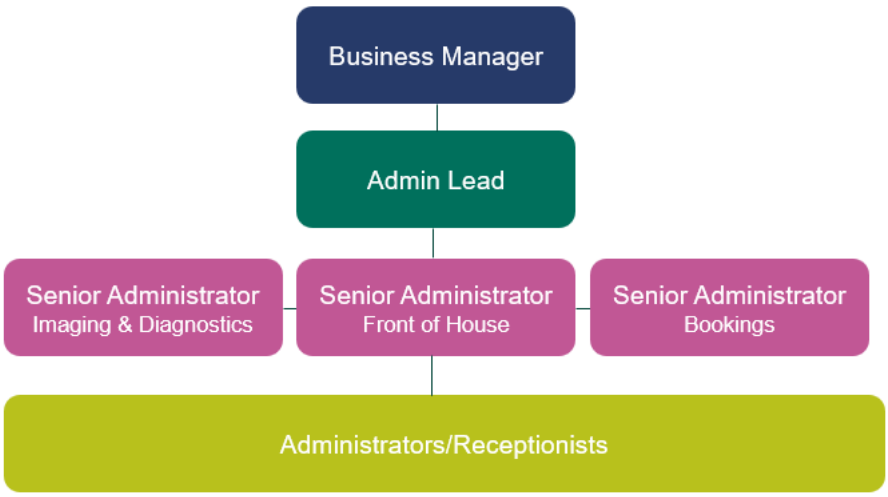
JOB DESCRIPTION

Job Title:	Senior Administrator
Location:	Cambridge
Reporting to:	Lead Administrator

Structure:



About Welbeck:

Welbeck Cambridge 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 Cambridgeshire 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 Cambridge 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, proactive and highly organised Senior Administrators with a strong background in healthcare administration to join Welbeck Cambridge, a state-of-the-art multi-specialty day-case centre.

This is a pivotal role within the Administration Team, combining hands-on administrative responsibilities with day-to-day operational oversight. The Senior Administrator will support the efficient running of the centre by managing their own workload, supporting colleagues, coordinating workflows, and ensuring the delivery of high-quality administrative services.

Each Senior Administrator will take a lead responsibility for a designated operational area, such as:

- Imaging & Diagnostics
- Front of House & Guest Experience
- Back Office Administration & Business Support

Whilst each Senior Administrator will have a defined area of focus, all post holders will be expected to work collaboratively across services, providing cross-cover and supporting the wider operational needs of the centre. In addition to carrying out administrative duties, the Senior Administrator will provide day-to-day guidance and support to Administrators and Receptionists, assisting with workload allocation, prioritisation, service delivery and continuous improvement.

The role requires individuals who can work independently, respond positively to changing priorities, and contribute to the smooth operation of a busy and growing healthcare environment.

Working Pattern

Welbeck Cambridge operates Monday to Saturday.
The Senior Administrator will be required to work a flexible shift pattern to support the operational requirements of the centre. Shifts are worked on a rotational basis and include a mixture of early, mid and late shifts covering the centre's operating hours of 07:00 to 20:30.

Key Relationships & Stakeholders:

- Lead Administrator
- Administrators and Reception teams
- Heads of Departments
- Consultants and Consultant Private Medical Secretaries
- Clinical teams
- Business Manager
- Guests and visitors

- Insurers, referrers, and external partners

Main Duties and Responsibilities

Lead Area Responsibilities:

- Act as the lead administrator within a designated operational area.
- Develop and maintain specialist knowledge relating to the services, processes and workflows within their assigned area.
- Provide support and guidance to colleagues on operational processes and best practice.
- Monitor activity, workload and performance within their area of responsibility.
- Identify opportunities to improve efficiency, service delivery and guest experience.
- Work collaboratively with other Senior Administrators to ensure consistency of service and operational resilience across the centre.
- Provide cross-cover for other operational areas when required.

Workflow Coordination & Prioritisation

- Support the organisation and prioritisation of workload within the administrative team to ensure timely processing of referrals, bookings, and follow-ups.
- Monitor activity levels and highlight backlogs, delays, or pressures within the service area.
- Work with the Lead Administrator to ensure efficient use of capacity and clinic availability.
- Assist in coordinating daily administrative activity to maintain service continuity and performance.

Performance & KPI Awareness

- Monitor activity within the service area against agreed KPIs, including:
    - Booking turnaround times
    - Accuracy of data entry and scheduling
    - Clinic and diagnostic utilisation
- Support improvements in performance by identifying issues and suggesting practical solutions.
- Ensure administrative processes are carried out in line with expected standards and timeframes.

Team Support & Supervision

- Provide day-to-day supervision, guidance and support to Administrators and Receptionists.
- Assist in allocating and reprioritising workloads to meet operational demands.
- Support induction, training and development of new team members.
- Monitor workload distribution and identify actual or anticipated service pressures.
- Promote a positive, collaborative and high-performing team culture.
- Act as a role model for Welbeck values and expected standards of behaviour.

Guest Experience & Front-of-House

- Deliver a high standard of guest service, ensuring all interactions are professional, efficient, and supportive.
- Support the resolution of queries or concerns, escalating issues where appropriate.
- Maintain a strong focus on delivering a seamless and positive guest experience across all administrative touchpoints.

Administrative & Operational Duties

- Carry out a broad range of administrative duties to support the effective operation of the centre.
- Manage referrals, bookings, appointment scheduling, clinic utilisation and guest pathways.
- Raise invoices and support the accurate processing of billing activities.
- Assist with the collection of payments and resolution of billing queries.

- Ensure guest records, documentation and administrative systems are maintained accurately and efficiently.
- Monitor departmental workloads and continually review priorities to ensure service demands are met.
- Support the effective utilisation of clinical capacity, centre resources and appointment availability.
- Escalate operational risks, capacity concerns and service issues appropriately.
- Support reporting, audits and data quality activities as required.

Communication:

- Maintain clear and effective communication with:
  - Clinical teams and consultants
  - Administrative colleagues and Lead Administrator
  - External stakeholders, including referrers and insurers
- Support clear handovers and information sharing to ensure continuity of service

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:

The Senior Administrator supports accurate and timely reporting within their service area, including:

- Monitoring activity levels, booking performance, and workflow within their remit.
- Highlighting trends, delays, or capacity issues to the Lead Administrator.
- Supporting data collection and reporting for audits, KPIs, and service improvement.
- Ensuring accurate record-keeping and documentation across all administrative activity.
- 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
- Contribute data and insights to quality improvement initiatives and audits, highlighting trends, delays, or
- issues affecting the patient journey.

Decision Making & Autonomy

The Senior Administrator works under the guidance of the Lead Administrator and is responsible for:

- Managing and prioritising their own workload and supporting others within their service area
- Making informed decisions on routine and complex administrative tasks
- Providing advice and guidance to colleagues based on specialist knowledge
- Escalating complex, clinical, or operational issues where appropriate

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 - Senior Administrator

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
Experience of working in busy imaging, diagnostics, and outpatient settings, with an understanding of complex booking pathways and service demands.	✓	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: October 2026