Job Description: Bank Staff Nurse – ENT and Maxillofacial

Location: Welbeck, London
Function: ENT and Maxillofacial
Reporting to: Clinical Nurse Manager, Clinical Coordinator
Contract: Bank

About Welbeck: Redefining Private Day Surgery

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 multidisciplinary teams are empowered to deliver world-class care, exceptional outcomes and seamless patient experiences.

The Role: ENT and Maxillofacial Staff Nurse

We are seeking a dynamic and motivated Staff Nurse who is passionate about delivering the highest standards of patient care to join our team at Welbeck London ENT and Maxillofacial Centre.

Based within our expanding private outpatient centre in the heart of Central London, this role offers a unique opportunity to work alongside some of the UK's leading ENT and Maxillofacial Consultants. As part of an exciting period of growth, you will play a key role in shaping and developing the service while contributing to exceptional patient outcomes and clinical excellence.

This position offers significant opportunities for both personal and professional development within a forwardthinking organisation. As Welbeck London continues to expand its network of specialist centres across the UK and internationally, this role provides the chance to be part of an ambitious and innovative healthcare group committed to delivering outstanding specialist care.

Delivering High-Quality ENT and Maxillofacial Patient Care

- Deliver safe, effective, evidence-based and patient-centred nursing care to patients attending the ENT and Maxillofacial services.
- Undertake patient assessments and contribute to the planning, delivery and evaluation of individualised care.
- Support ENT and Maxillofacial consultations, procedures and treatments, providing clinical assistance to consultants and specialist practitioners as required.

- Prepare clinical areas, equipment and treatment rooms to ensure safe and efficient delivery of patient care.
- Provide health education, treatment advice and ongoing support to patients and their families throughout their care journey.
- Ensure accurate, timely and comprehensive documentation of patient assessments, treatments and clinical interventions.
- Recognise and escalate any changes in patient condition, clinical concerns or safeguarding issues appropriately.
- Maintain a safe, clean and professional clinical environment for patients, visitors and staff.
- Deliver specialist treatments and undertake extended clinical skills within individual competency and scope of practice, including phlebotomy, venepuncture, cannulation, nasoendoscopy and allergy testing where trained and authorised.
- Promote a positive patient experience, ensuring patients are treated with dignity, compassion and respect at all times.

Supporting Clinical Excellence and Service Delivery

- Work collaboratively with the Clinical Nurse Manager, Healthcare Assistants and multidisciplinary team to provide high-quality clinical services.
- Contribute to the efficient day-to-day running of clinics and treatment sessions.
- Support the implementation of clinical pathways, protocols and evidence-based practice.
- Ensure clinical care is delivered in line with organisational policies, professional standards and regulatory requirements.
- Assist in maintaining stock levels, equipment readiness and clinical resources within the department.
- Participate in team meetings, clinical briefings and service improvement initiatives.
- Support the smooth patient flow through clinics, ensuring an efficient and professional service.

Clinical Governance and Patient Safety

- Comply with all clinical governance, patient safety and risk management policies and procedures.
- Report incidents, near misses and clinical concerns in line with organisational requirements.
- Participate in audits, quality improvement activities and service evaluations as required.
- Support the implementation of recommendations arising from audits, incidents and patient feedback.
- Maintain compliance with safeguarding, infection prevention and control, medicines management and health and safety requirements.
- Ensure all mandatory training, competencies and NMC registration requirements are maintained and up to date.
- Actively contribute to maintaining a culture of safety, quality and continuous improvement.

Professional Development and Team Working

- Take responsibility for maintaining and developing own clinical knowledge and professional competence.
- Participate in continuing professional development and remain up to date with developments in ENT, Maxillofacial and outpatient nursing practice.
- Seek opportunities to develop specialist clinical skills and knowledge.

- Support the induction and orientation of new team members where appropriate.
- Work collaboratively with colleagues to promote a positive, respectful and supportive team culture.
- Demonstrate professionalism, accountability and adaptability within a fast-paced specialist outpatient environment.
- Contribute to a culture of learning, innovation and clinical excellence.

Communication and Collaboration

- Develop effective working relationships with consultants, nurses, healthcare assistants and administrative colleagues.
- Communicate effectively and professionally with patients, relatives and members of the multidisciplinary team.
- Act as an advocate for patients, ensuring their needs, concerns and preferences are recognised and addressed.
- Support effective communication between clinical and non-clinical teams to ensure a seamless patient experience.
- Escalate concerns appropriately and contribute to collaborative problem-solving within the team.
- Represent the values of Welbeck through professional behaviour and excellent customer service.

About You

You are a qualified Registered Nurse with current NMC registration and experience delivering high-quality patient care within an outpatient, ambulatory, surgical, ENT or Maxillofacial setting. You are passionate about providing safe, compassionate and patient-centred care and are committed to maintaining the highest standards of clinical practice.

You are a motivated and organised professional who works effectively as part of a multidisciplinary team while also demonstrating confidence and accountability in your own practice. You possess excellent communication and interpersonal skills, enabling you to build positive relationships with patients, consultants, colleagues and other healthcare professionals.

You are committed to delivering evidence-based care and ensuring an outstanding patient experience. With strong clinical skills and attention to detail, you are able to recognise and respond appropriately to patients' needs while providing safe, effective and compassionate care throughout their treatment journey.

Ideally, you will have experience within ENT, Maxillofacial, plastic surgery or another outpatient specialty and hold a current ILS certification. Experience in assisting with minor procedures, local surgery, allergy testing, venepuncture or cannulation would be advantageous.

You are enthusiastic about developing your clinical knowledge and specialist skills and actively participate in continuing professional development. You are a supportive and collaborative team member who contributes positively to the clinical environment and is committed to promoting excellence, innovation and continuous improvement in patient care.

You demonstrate professionalism, adaptability and a patient-first approach, taking pride in delivering highquality care and contributing to the success and growth of a specialist service.

Why Welbeck

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