

## About Us

London Gynaecology is a leading, Private Equity backed private women's health practice, currently based at three locations: Our Centre of Excellence on Harley Street, our clinic based out of The Portland Hospital, one of London's leading private hospitals, and our independent clinic in the City of London. With over 20 consultants & GPs, the practice is busy and dynamic and sees in excess of 1500 patients monthly. Over the coming few years, we are planning to rapidly expand the number of clinics and clinical services we provide.

Our Ethos & Mission is to provide excellent, expert advice and high quality personalised healthcare at every stage of the patient pathway, ensuring the best possible outcomes for our patients relating to their gynaecological and reproductive health. Our Values are to work together as "ONE TEAM":

- **O**wnership
- **N**urturing
- **E**xcellence
- **T**rust
- **E**mpathy
- **A**ccessibility
- **M**entorship

We believe it is important to treat every patient and colleague with honesty, dignity and respect. Cultural fit is non-negotiable. We are a team, the wellbeing of our staff is paramount and we treat each other with respect and kindness. We are looking for team members who embody these values, are team-players and will go above and beyond to deliver excellent patient service and contribute to making LG a wonderful place to work.

## The Role

We are looking for a highly experienced manager to oversee and be responsible for the daily operations of our prestigious clinics, ensuring smooth, efficient, and positive patient experiences. As Head of Marylebone Clinics on Harley Street and at The Portland Hospital, you'll be the driving force behind their success, leading a team to deliver high quality personalised care. Your role will be a mix of clinic management, financial and performance management, leadership and patient engagement. You will also play a key role in business development.

This role is ideally suited to someone with previous experience as a CQC Registered Manager, who understands the regulatory landscape and can ensure compliance while maintaining the highest standards of patient care.

The Head of Marylebone Clinics will work closely with the Operations Director and Senior Leadership to align clinic operations with business goals, making a direct impact on patient experience and service excellence.

This is a full-time, on-site role (40 hours per week, Monday to Friday, 9 am – 5 pm), reporting to the Operations Director.

### **Key Responsibilities**

#### Clinic Management:

- Serve as the primary point of contact for daily operations at our two clinics in Marylebone (Our Centre of Excellence on Harley Street and our clinic based at The Portland Hospital), ensuring smooth day-to-day running.
- Act as the first point of contact for patient concerns and complaints, resolving issues as early as possible, effectively, professionally, and escalating accordingly
- Provide support in managing incidents as they arise, ensuring appropriate resolution.
- Manage stock levels, including ordering, monitoring, and maintaining supplies to ensure seamless clinic operations.
- Ensure full compliance with health & safety regulations, including conducting audits, risk assessments, and implementing corrective actions as required.
- Responsibility for clinic maintenance and supplier management, ensuring facilities and equipment are well-maintained, safe, and fully operational to support a seamless patient and staff experience (including equipment testing and machinery maintenance).
- Optimise clinic scheduling, ensuring consultation rooms are utilized efficiently and daily appointment targets are met.
- Act as the key point of contact for onsite issues, including operational disruptions (e.g., clinics running late and alarms).
- Act as a CQC Registered manager, ensuring we are meeting standards and providing safe, high quality care.
- Lead on locally agreed pathways such as the theatre pathway with The London Clinic and The Portland Hospital.

#### Financial & Performance Management:

- Full responsibility for Profit & Loss (P&L), ensuring financial targets are met through effective budgeting, cost control, and revenue optimisation.

- Manage and monitor key performance indicators (KPIs) to drive clinic performance and profitability.
- Oversee clinic budgeting, ensuring financial plans are maintained and reported to Senior Leadership.
- Control and manage outgoings, negotiating with suppliers to optimise costs, maintain financial efficiency and manage budget effectively.
- Develop and implement business development strategies to attract new patients and expand clinic services.

#### Local Leadership & Management:

- Provide leadership and day-to-day support for the on-site team, fostering a high-performing, patient-focused culture that aligns with company values.
- Line management of clinic staff, including conducting regular one-to-ones, performance reviews, objectives and goal setting, and supporting professional development.
- Lead and inspire multidisciplinary teams by setting a tone of respect, accountability, and purpose.
- Facilitate critical conversations and navigate complex stakeholder relationships with confidence and tact.
- Manage and create staff rotas to ensure operational efficiency.
- Foster a collaborative, supportive and patient-focused team culture.
- Support other clinic managers and deputise for the Operations Director where appropriate

#### Patient Engagement:

- Ensure an outstanding patient journey, maintaining high service standards across all touchpoints.
- Collaborate with the Operations Team in driving initiatives to enhance patient experience and improvements in the service delivery.
- Build strong relationships with patients to promote retention and satisfaction.

### **Experience & Qualifications**

- Significant proven experience in healthcare management and as a CQC registered manager
- History of building trust across diverse groups, stakeholders, partners, and frontline staff. Bachelor's degree in Business Management, Healthcare Management, or a related field (preferred but not essential).

- Strong understanding of compliance, health and safety, and regulatory requirements in a clinical setting.
- Proven experience in managing P&L, including budgeting, financial forecasting, cost control, and revenue optimisation.
- Experience in business development and patient engagement is highly desirable.

#### **Required Qualities**

- Strong leadership, communication, and problem-solving skills.
- Proficiency in clinic management software and Microsoft Office.
- Ability to manage multiple priorities in a fast-paced environment.
- A willingness to be flexible, pitch in and work outside of the core responsibilities of the role; we are a small (but growing) team and we all work as needed from time to time.

#### **Benefits**

- 25 days holiday + bank holidays per year
- Private Pension
- Private Health Cover (BUPA)
- Discretionary annual bonus
- Social Events
- Access to healthcare appointments via London Gynaecology

#### **Salary**

Competitive ; dependent on experience

#### **Disclaimer**

The job duties and responsibilities outlined are not exhaustive and may be subject to change.

Our Marylebone clinics currently operate under agreements with The London Clinic and The Portland Hospital, so the nature of this role may change if these agreements are revised in the future.