

London Gynaecology
Job Specification: Clinic Manager

About Us

London Gynaecology is a leading private Gynaecology Practice, based at three locations: Our Centre of Excellence on Harley Street, our independent clinic in the City of London and our clinic at The Portland Hospital, one of London's leading private hospitals. With over 20 consultants & GPs, the practice is busy and dynamic and sees in excess of 1200 patients each month.

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:

- Honesty, dignity and respect
- Services that meet the patients' need
- Access and accessibility
- Transparent pricing
- Robust, safe processes and policies
- Innovation

We believe it is important to treat every patient and colleague with honesty, dignity and respect. 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.

The Role

We are looking for an experienced Clinic Manager who will be the driving force behind the success of our clinic in the City of London, leading a team to deliver high quality personalised care. You 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.

As Clinic Manager, you will also be responsible for the daily operations of the clinic, ensuring smooth, efficient, and positive patient experiences, and will play a key role in business development.

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

Key Responsibilities

Local Leadership & Management:

- Provide leadership and day-to-day support for the on-site team.
- Foster and promote a high-performing, patient-focused culture of excellence by encouraging high standards and motivating team members to consistently deliver exceptional patient service.
- Cultivate a collaborative environment where all team members feel valued, supported, and motivated to contribute to London Gynaecology's success.
- Lead by example in promoting strong communication and open feedback, ensuring team members remain engaged and well-informed.
- Build and maintain a cohesive team through effective team building, recognising and celebrating individual and collective achievements to enhance morale and drive continuous improvement.

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, ensuring patient feedback is gathered to continuously improve care.

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.

Clinic Management:

- Assume full responsibility for managing the clinic's daily operations, including optimising scheduling, creating and overseeing staff rotas, and serving as the primary point of contact for general matters, on-site issues and patient concerns or complaints.

- 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 clinical governance standards, CQC requirements and 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).
- Understand the organisational policies and procedures, ensure adherence throughout the clinic, and escalate any areas of non-compliance.
- As a key holder, take responsibility for opening and closing the clinic as required to ensure the efficient execution of daily operations.

Experience & Qualifications

- Proven experience in healthcare management
- 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 and familiarity with CQC requirements.
- 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. You must be able to communicate effectively with key stakeholders within the company.
- A strong culture carrier and someone who embodies London Gynaecology's values.
- Able to demonstrate a strong work ethic and high standards.
- A people-person who is able to show empathy, ensuring a supportive and compassionate experience for both staff and patients.
- Proficiency in IT, particularly clinic management software and Microsoft Office, and skilled at manipulating data for analysis.
- 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)
- Social Events
- Access to healthcare appointments via London Gynaecology