IMAGING

PACS Administrator – Imaging and Diagnostics

Join the growing team at Welbeck's new £30m centre at Jordan Hill, Oxford, opening in 2027 — consultant-led specialist care and a premium, personalised patient experience.

LOCATION

Welbeck Oxford, Jordan Hill

REPORTING TO

Imaging Manager

CONTRACT

Permanent

About Welbeck Oxford

Welbeck Oxford is a new £30 million private healthcare centre at Jordan Hill Business Park in North Oxford, opening in early 2027 as Welbeck Health Partners' first centre outside London. Designed around same-day diagnosis and treatment, it brings together laminar-flow day-case theatres, an endoscopy unit, a Mohs lab and procedure suites with en-suite recovery pods, two MRI scanners, CT, cone-beam CT and digital X-ray, and an on-site pharmacy with a temperature-controlled dispensing robot. Around 80 leading clinicians have already partnered with the centre across 12 specialties. It is easily reached from the A40, A34 and M40 and Oxford Parkway station. Welbeck's flagship centre is at 1 Welbeck Street, London.

Welbeck Oxford 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 Oxford region and surrounding communities.

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, Endoscopy, Gastroenterology and more.

Welbeck Oxford 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.

OUR VALUES

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

The role

The PACS Administrator is responsible for the daily operation, maintenance, and optimisation of PACS, Compucare, and associated Imaging IT systems and hardware.

The post holder provides technical expertise, workflow management, user support, and governance for imaging services, ensuring safe, efficient, and patient centred delivery across clinical and nonclinical teams.

The role includes issue resolution as well as higher-level configuration, integration support, and contribution to wider Welbeck imaging strategy.

The PACS Administrator will be required to train Welbeck staff in the use of the imaging computer systems.

The post holder will be expected to drive innovation by playing a role in Welbeck and the imaging team to look at and adopt new innovations and processes to improve outcomes, patient experience or efficiency.

The PACs Administrator will also need to feed into the Welbeck governance structure, aiding and undertaking investigation as well as feeding back learnings.

Welbeck may ask them to undertake other duties, as required, that are not necessarily specified in the job description but are commensurate with the grade of the post. The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Centre policies, procedures and guidelines relating to their employment regardless of their position within the Centre.

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.

We are committed to empowering our teams, bringing together outstanding people, and doing work that matters in an inclusive environment. We believe a healthy working culture starts at the top and our workplace culture is the translation of our organisation's values.

The post holder will work as part of a team ensuring compliance to the Welbeck Imaging Department Terms & Conditions, whilst contributing to the patient focused service of the highest quality.

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 able to deal with unpredictable work patterns and proactively deal with issues without reference to others.

Key Relationships & Stakeholders

The role will require multidisciplinary collaboration with consultants, all clinical and non-clinical teams and Welbeck Oxford Senior Leadership Team. Daily interaction with patients and their relatives/carers.

Main Duties and Responsibilities

- Oversee the daily operation, configuration, and maintenance of imaging IT systems software & hardware.
- Help manage imaging workflows including modality worklists, DICOM routing, image sharing (IEP, CIMAR, portals & CD's), and system housekeeping.
- Ensure data accuracy across PACS/compucare platforms to support timely reporting and smooth patient pathways.
- Assist with the upload and download of images to CDs, IEP, CIMAR, and other approved platforms as required.
- Take ownership of calls and incidents, troubleshooting and resolving issues wherever possible and escalating when necessary.

- Provide specialist support to key clinical areas such as Radiology, OPD and Theatres.
- Liaise with suppliers, manage service performance, track issues, and support enhancement and upgrade.
- Act as first point of contact for imaging system queries, incidents, administrative requests, and user support.
- Support a wide range of users with varying levels of IT knowledge, ensuring excellent customer service.
- Deliver training, produce user guides, and support clinical and administrative staff with imaging software & workflows.
- Help with the onboarding of new consultants and clinical staff.
- Send reports and respond to urgent clinician, PA, or patient requests promptly and professionally.
- Maintain accurate and complete patient records, ensuring full compliance with Data Protection legislation.
- Maintain governance documentation, audit trails, and support compliance with IR(ME)R, clinical safety standards, and local imaging policies.
- Log incidents, concerns, complaints, and compliments using RADAR or equivalent systems.
- Uphold confidentiality of patients, relatives, and staff at all times.
- Lead and support imaging informatics projects including upgrades, testing, workflow redesign, and change management.
- Assist with developing protocols and proposing process improvements that enhance patient experience and service efficiency.
- Engage with internal audits and quality improvement initiatives.
- Support implementation of new ways of working in line with organisational priorities.
- Plan and manage own workload independently while supporting team priorities.
- Follow up on ongoing tasks, chase outstanding actions, and ensure timely completion of duties.
- Maintain a flexible approach to working hours and tasks to meet service needs.
- Take responsibility for own actions, performance, and continuous learning within Imaging.

This job description is designed to assist post holders with understanding what is expected of them in their role. Welbeck Oxford may ask them to undertake other duties, as required, which are not necessarily specified on the job description, but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Centre policies, procedures and guidelines relating to their employment regardless of their position within the Centre.

Quality Care and Governance

- To be part of the governance schedule at Welbeck Oxford Imaging and Diagnostics
- To establish and maintain close and harmonious relationships with all staff to ensure an effective exchange of information.

- To communicate complex information to patients, relatives and other care workers where persuasive or reassurance skills are required.
- To communicate with all colleagues, managers, Medical and support staff within the Department.
- To effectively communicate with all patients including stressed and distressed patients who are undergoing complicated procedures which are frightening and uncomfortable or may be claustrophobic.
- To advance level of skills and knowledge in line with the expectations and requirements of the department.
- To demonstrate an ability to reflect on practice and keep abreast of developments in imaging techniques and maintain a professional portfolio of continuing professional development.
- To undertake professional audits as necessary, and to present outcomes at audit meetings.
- Apply and promote the wider safeguarding agenda in relation to vulnerable adults and children
- Attend meetings within and external to Imaging and Diagnostics as delegated by Senior Leadership group.
- Communicate at all levels by utilising a wide range of communication techniques (verbal, non-verbal, written, electronic etc.).
- Manage, defuse, and respond appropriately with verbal complaints and situations of conflict and aggression through knowledge, training, experience, and escalation.
- Adhere to all General data protection regulations GDPR.
- To deal with initial complaints from patients, carers or other professionals and refer where necessary to the appropriate senior staff.
- To observe the Centre's policy for reporting incidents in a timely manner
- To produce and implement action plans because of incidents.
- Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes.
- Demonstrable skill to work together to serve our customers through delivering safe and excellent clinical care.
- Value diversity and difference, operates with integrity and openness.
- Treating others with compassion, empathy and respect.
- Share information openly and effectively with patients, staff and relatives.
- Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.
- Uses evidence to make improvements, increase efficiencies and seeks out innovation.
- Actively develops themselves and others

Working at Welbeck

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 must 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 by 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 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 patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Welbeck 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.

This job description outlines the main areas of responsibility and is not exhaustive. It may be reviewed by agreement between the post holder and their manager according to the changing needs of the service.

Person specification

REQUIREMENT	ESSENTIAL	DESIRABLE	EVIDENCE
Education/Professional Qualifications			
Educated to degree level in a relevant field OR equivalent recently obtained knowledge & experience gained in a work-based setting.		✓	A/I
Experience			
Having worked in a healthcare facility		✓	A/I
Experience of working unsupervised		✓	A/I
Knowledge and Skills			
Excellent working knowledge of computers & software applications.	✓		A/I
Good experience in IT troubleshooting / problem solving, preferably in a working environment.	✓		A/I
Experience of IT system administration	✓		A/I
Good communication and the ability to diplomatically deal with users of mixed IT ability.	✓		A/I
Flexible attitude to prioritisation of workload due to the dynamic nature of the service.	✓		A/I
Ability to multi-task to deal with multiple incidents awaiting resolution.	✓		A/I
Proficient in the use of Microsoft office: Outlook, Word, Excel, access and Power-point	✓		A/I
Good working knowledge of Hospital/Clinic administrative procedures and clinical systems.	✓		A/I
IT administrative experience within a large organisation	✓		A/I
Experience of RIS / PACS system administration		✓	A/I
Ability to work as part of a multi - disciplinary team	✓		A/I
Ability to support individuals from a wide range of disciplines with varying levels of IT knowledge and skills	✓		A/I
Ability to prioritise own workload in a demand led service	✓		A/I
Ability to proactively problem solve and work on own initiative	✓		A/I
Ability to close the loop and work to tight deadlines	✓		A/I
Ability to collect, filter and present information	✓		A/I
Ability to handle confidential information	✓		A/I
Personal Abilities			
Positive mindset in respect of supporting organisational change; learning, and continuous improvement.	✓		A/I

REQUIREMENT	ESSENTIAL	DESIRABLE	EVIDENCE
Effective interpersonal and intrapersonal skills	✓		A/I
Ability to work flexibly	✓		A/I
Ability to travel to and work across multiple sites	✓		A/I
Good attendance record	✓		A/I
Keen to learn / develop	✓		A/I
Takes responsibility and is accountable for delivering to their agreed objectives	✓		A/I
Acts to support and enable effective teamwork	✓		A/I

Evidence key: A = application · I = interview · T = test

How to apply

All interest, queries and applications for this role at Welbeck Oxford are handled exclusively by Castlefield Recruitment. To apply, submit your CV via the advert below or email Stephen directly.

https://www.castlefieldrecruitment.com/job-board

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