OPERATIONS

Supplies Manager

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
Operations Director

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 has been established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving Oxford and the surrounding region.

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 Oxford form 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
Harnessing strength in difference

Ambition
Seeing beyond the now

Kindness
Supporting others

Empowerment
Unleashing potential

The role

We are seeking an experienced and dynamic Senior Manager with exceptional interpersonal and leadership skills to join our team at Welbeck Centre, a new, state-of-the-art multi-specialty centre.

This is a unique opportunity to play a key role in establishing and growing one of the most exciting developments within the Welbeck Health Partners network. You will work alongside leading consultants across multiple specialties to deliver outstanding patient care and operational excellence.

As the centre develops and expands, this role offers significant scope for professional growth and the opportunity to contribute to shaping the future of premium healthcare delivery in the region.

As the Supplies Manager you will be responsible for providing an effective supplies management service for the Centre by managing all product stock levels, stock location details, demand capture and distribution of goods supplied through all departments. Ensuring that all teams have supplies in the right quantity, quality, place and time, to support clinical and non-clinical services.

- You will use supplies management systems for ordering and receipting.
- You will be responsible for setting up new suppliers in conjunction with procurement.
- Negotiating the best pricing.
- Monitoring compliance with all service contracts.
- You will be responsible for conducting periodic reviews of stock levels in line with an agreed schedule.
- Customer service is a large part of the role, and you will be liaising with suppliers accordingly.
- Invoice Management: Check and approve invoices, ensuring they match our Purchase orders.
- Accounts Coordination: Work with Accounts Payable (AP) as needed to address issues with accounts on hold and verify receipt of supplies.
- Loan Kit management: collaborate with CSSD Instrument coordinator to ensure loan kits are received and ready for collection after use to avoid incurring extra charges.
- Costing new procedures in line with what was used in theatres by procedure and by consultant
- Constant review of net profit for existing procedures
- Maintain a close relationship with the Commercial Team, Procurement Team, AP and AR Team
- Monitor billing and identify what procedures need to be costed

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.

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.

Key Relationships & Stakeholders

This role is pivotal in building and maintaining strong relationships with internal teams, service users, and key stakeholders. The post-holder will collaborate with clinical staff and senior leadership to drive service improvements, support business development, and ensure a patient-centred approach. Using feedback and data- driven insights, they will influence service planning, operational performance, and governance compliance.

Main Duties and Responsibilities

- To provide an effective supplies management service for all departments by managing all product stock levels, stock location details, demand capture, distribution of goods supplied through the department.
- Effective supplies management systems dealing with receipt, returns and resolution of complaints as well as conducting periodic reviews of stock levels in line with an agreed schedule.
- Record accurately the product demand.

- Customer service is a large part of the role, ensuring all customers have supplies in the right quantity, quality, place and time, to support nursing and clinical services and to resolve complaints and to liaise with suppliers accordingly. Failure to discharge duties effectively would impact on the ability of clinical services to operate and have an impact on patient care.
- To contribute to the continuous development and performance of Welbeck Oxford by participating in development activities and by suggesting areas of company and personal improvement.
- Responsible for the line management of staff undertaking roles in supplies, ensuring all personnel are performing effectively.
- Responsible for monitoring operational performance of the supplies team and takes appropriate action if standards are not met.
- Develop a strong culture of teamwork and communicate change initiatives. Share best practice and work as one team.
- To ensure delivery of data submissions for relevant stakeholders and any external bodies such as NJR are delivered by the appropriate person in a timely fashion.
- In conjunction with stakeholders, review supply activities to ensure opportunities to consolidate and aggregate expenditure and replenishment processes are optimised.
- Manage the supplies and ensure all goods are supplied through cost efficient routes.
- To work with colleagues in procurement to ensure transition of product changes/new providers/catalogue changes.
- The post holder will actively engage with clinicians and suppliers to understand the products which are supplied through all departments, continuously increasing their knowledge of the items and services supplied.
- To define process for expediting ensure it is agreed and adhered to, which include which categories are prioritised, frequency and to work both proactively as well as reactively.
- To have responsibility for all standard operating procedures, including systems, internal process. To have responsibility for training manuals for all elements of the supplies management service and how it is used. To ensure that the team works to these standards.
- To meet internal stakeholder requirements by demonstrating best value for money through compliance with existing contracts, and by actively managing the marketplace to ensure continuity of supply and no service or supply interruption.
- To liaise and consult with departments, colleagues, industry, and other relevant organisations as appropriate to ensure a sound and effective procurement service.
- Engage successfully with clinical/managerial/end users.
- To be responsible for any incidents relating to products are investigated and resolved in a timely fashion.
- Escalate changes that impact on the work of the team.
- To participate and support clinical procurement on implementation of sustainable initiatives.
- To promote best value procurement and seek out innovative opportunities to improve.
- Attend meetings and contribute expertise as appropriate and provide information and analysis as appropriate.
- Assists with the implementation of procurement policies and objectives as set out by the Head of procurement.
- Systems that will ensure all contracts are reviewed and all kit is maintained with servicing in date.

- To assist the Operations Director in managing the performance of staff through the appraisal process. Maintain a personal, professional profile, identifying role and skill developments. Participate in the selection and recruitment, induction, and orientation of new staff members.
- To create and maintain an inventory system that will be able to identify consumable used during the month and report and the end of each month
- Link future bookings with inventory management

Operational Delivery

The Supplies Manager will lead, support, and develop a supplies team, predominantly supplies support workers.

This role is responsible for ensuring all staff are effectively inducted, trained, and resourced, with performance appraisals, development plans, and recruitment managed in line with organisational policy.

By fostering a positive, patient-centred culture, the post-holder will motivate teams, address training needs, and create a high-performing, collaborative environment that delivers exceptional service across all patient and business functions.

This role ensures the smooth and efficient running of all supplies function for clinical and non-clinical operations.

The post-holder will work closely with clinical managers on the supply requirements for their department,

administration bookings teams on surgery requirements and administration billings team on accurate billing. They will use data and audit insights to optimise service delivery and maintain a high-quality, patient-centred experience.

Values & Behaviours

- Demonstrable commitment to and focus on quality, promotes high standards to consistently improve surgery centre delivery of care
- Demonstrable skill to work together to serve our customers through delivering effective stock management
- Value diversity and difference, operates with integrity and openness.
- Treating others with compassion, empathy and respect.
- Share information openly and effectively.
- 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 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 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 using 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 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.

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.

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/jobs/supplies-manager-dp-120599

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