

Role Specification - Clinical Hub Service Development & Operations Manager

Job Title:	Service Development & Operations Manager (Clinical Hub)
Working Hours:	16-24 hours per week (6 months fixed term with opportunity for progression to substantive and increased hours)
Remuneration:	£50,000-£55,000 per annum pro-rata (based on FTE 40 hours per week) dependent on experience, with bonus structure
Reports to:	Head of Operations
Direct Reports	Clinical Hub clinicians, coordinators, administrators
Location:	ECS Clinical Hub & Urgent Treatment Centre, Southampton - some travel may be required
Version Date:	June 2026

Background

Enhanced Care Services is a rapidly developing organisation with a clear ethos of high quality provision across all healthcare sectors.

Founded in 2015, Enhanced Care Services has developed into a highly regarded, clinically led organisation with a focus on high quality patient care. Having initially delivered enhanced and critical care to a range of events, ECS now oversees the medical cover to multiple high profile large scale events, operates a range of ambulance provision, provides medical education at all levels and has now widened its approach across urgent and emergency care delivery, including the launch of our new clinical hub and urgent treatment centre in November 2025.

Role Summary

We are seeking an entrepreneurial and highly motivated Service Development & Operations Manager to support the growth and operational development of our new private clinical hub and urgent treatment centre.

This is a hands-on role within a developing area of Enhanced Care Services that provides a range of healthcare services including:

- Urgent care consultations
- Minor illness and injury management
- Travel health and vaccination services
- Weight loss clinics
- Menopause services
- Joint and knee injections
- General private medical consultations
- Remote telemedicine and top-cover services

The successful candidate will play a key role in helping transform a start-up clinical service into a sustainable and scalable healthcare business. They will work closely with the founders, Head of Operations and clinical leadership team to increase patient activity, develop referral networks, improve operational systems, enhance patient experience and support business growth.



This role is ideal for an experienced healthcare manager who enjoys building services from the ground up and is comfortable balancing operational delivery with commercial development.

Key Objectives

Within the first six months, the postholder will be expected to:

- Increase patient activity, service utilisation and develop the services offered.
- Develop and implement operational systems and processes.
- Build relationships with local businesses, insurers and referral partners.
- Improve patient acquisition and retention.
- Support marketing and promotional activities.
- Develop performance dashboards and reporting mechanisms.
- Strengthen governance and compliance arrangements.
- Create scalable processes to support future growth.

Success Measures

At the end of the six-month contract, success will be evidenced through:

- Increased patient numbers and clinic utilisation.
- Growth in revenue across core service lines.
- Development of new referral and corporate partnerships.
- Improved operational efficiency.
- Positive patient feedback and retention rates.
- Established governance and operational systems.
- Clear growth plan for the next phase of service development.

Duties and Responsibilities

Service Growth and Business Development

- Identify opportunities to grow patient numbers across all services.
- Develop and maintain relationships with local employers, businesses, sports clubs, care providers and community organisations.
- Support development of corporate healthcare offerings.
- Explore opportunities for occupational health, vaccination programmes and employee wellbeing services.
- Work with marketing providers to increase brand awareness and patient engagement.
- Monitor competitor activity and identify market opportunities.
- Support the introduction of new clinical services based on local demand.
- Contribute to business planning and growth strategies.

Leadership

- Behave as an ambassador for ECS and be an exemplar of our ethos and values.
- Manage the day-to-day operational delivery of the clinical hub.
- Ensure efficient clinic scheduling and utilisation of clinical capacity.
- Implement systems and processes to support sustainable growth.
- Develop and maintain operational policies and procedures.
- Improve patient pathways from enquiry through to follow-up care.
- Ensure effective stock management and clinic readiness.

Patient Experience and Service Improvement

- Create a high-quality patient journey across all services.
- Monitor patient feedback and implement improvements.
- Ensure prompt handling of enquiries, complaints and service issues.
- Develop systems to improve patient retention and repeat business.



Marketing and Patient Acquisition

- Work with internal and external stakeholders to promote services.
- Support digital marketing campaigns and social media activity.
- Monitor marketing performance and return on investment.
- Develop referral pathways and local partnerships.
- Support production of promotional materials and service information.

Governance and Compliance

- Ensure services operate safely and effectively, reporting into the relevant clinical governance systems.
- Support compliance with healthcare regulations and standards.
- Maintain policies, risk registers and governance documentation.
- Support incident management and quality improvement activity.
- Prepare documentation required for inspections and audits.

Financial and Commercial Performance

- Monitor service activity, utilisation and revenue performance.
- Produce monthly performance reports.
- Identify opportunities to improve profitability and efficiency.
- Support budgeting and resource planning.
- Track key business growth metrics.

Equality and Diversity

- Demonstrate an understanding of and commitment to the principles of equal opportunities, equality and diversity, and wherever possible, promote measures which enhance equality in the provision of services.

Confidentiality

- Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than 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 1998 and ECS policy.

Safeguarding

- Act in such a way that at all times safeguards the health and well being of children and vulnerable adults.

Additional

- To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.
- The post holder will ensure all activities are in line with the organisation's Care Quality Commission related policies and procedures, making sure standards are met and improved where possible.
- The post will be expected to be uniformed to perform certain elements of the role.
- To meet service demand, the post-holder will be expected to be flexible and may be required to work at evenings or weekends.

Person Specification

Criteria	Essential	Desirable	Assessed
Qualifications and Training			
Registered Healthcare Professional with no restrictions on practice		✓	CV
Healthcare leadership qualification		✓	CV
Skills, Knowledge and Experience			
Experience managing healthcare services, clinics or healthcare operations	✓		CV Interview
Experience supporting service development or business growth	✓		CV
Experience implementing operational systems and processes	✓		CV
Experience leading multidisciplinary teams and wider stakeholders to deliver excellent clinical services	✓		CV Interview
Excellent customer service skills and ability to deal with enquiries, queries and complaints	✓		CV
Experience of managing operational budgets, finances and costings	✓		CV
Experience of employee management including appraisal/PDR and disciplinary process	✓		CV Interview
Experience in private healthcare		✓	CV
Experience in business development, sales or marketing		✓	CV
Experience with urgent care, primary care or outpatient services		✓	CV
Aptitudes and attributes			
Entrepreneurial mindset with a strong focus on growth	✓		Interview
Commercial awareness and business acumen	✓		Interview
Excellent networking and relationship-building skills	✓		Interview
Potential and willingness for personal change with the ability and commitment to learn new skills	✓		Interview
Commitment to personal/professional development	✓		Interview
Ability to prioritise workload and act under pressure	✓		Scenarios
Other position requirements			
Flexible with regards to hours of work	✓		Interview
Enhanced DBS Clearance	✓		Employment checks