



KING EDWARD VII's
HOSPITAL

King Edward VII's Hospital

Job Description

Outpatient Nurse Manager

Job Title:	Outpatient Nurse Manager
Department:	Outpatients Department
Reports to:	Head of Operations
Hours:	37.5
Contract:	Permanent

Department Overview

The Outpatient Department, located within the Kantor Medical Centre (KMC) building, is a state-of-the-art clinical facility spanning 7 floors, dedicated to delivering exceptional, patient-centred care. The department accommodates a wide range of specialist consultant clinics, minor procedures and diagnostic services, serving both self-paying and insured patients in a private, discreet and welcoming environment. Each floor is designed to offer a seamless patient journey, from consultation to treatment, supported by advanced clinical technology and a highly skilled multidisciplinary team across a number of specialties. The department operates Monday to Saturday, providing high-quality, personalised care consistent with King Edward VII's Hospital's reputation for clinical excellence and compassionate service.

Role Summary

The Outpatients Nurse Manager is responsible for the day-to-day operational and clinical leadership of the hospital's outpatient service. The postholder ensures that safe, high-quality, patient-centred care is delivered efficiently and that the operational performance of the service meets clinical, financial and strategic objectives.

This senior leadership role is pivotal in maintaining the hospital's reputation for excellence — balancing operational efficiency with outstanding patient experience, effective consultant engagement, workforce development and sound budget management.

Key Responsibilities

Clinical Leadership and Governance

- Provide visible, accessible and professional leadership across all outpatient clinical areas.
- Ensure the consistent delivery of safe, evidence-based care, meeting both hospital and national standards (CQC, NMC).

November 25 Outpatient Nurse Manager - Outpatients

- Act as the clinical expert within the outpatient environment, supporting teams with complex cases and decision-making.
- Maintain oversight of infection prevention and control, ensuring compliance with policy and best practice.
- Lead investigations into incidents, complaints and near misses, developing and implementing action plans to improve outcomes.
- Promote a culture of continuous improvement through audit, patient feedback and reflective practice.

Operational Management

- Lead the daily coordination and delivery of outpatient services across five floors, ensuring efficient patient flow and minimal clinic delays.
- Build and maintain strong relationships with consultants, AHPs and CNSs, ensuring their clinics are supported, efficient and aligned with hospital standards.
- Oversee clinic scheduling, room allocation and staffing to maximise operational capacity and resource use.
- Monitor performance against key operational and quality indicators, implementing corrective actions where required.
- Ensure the department complies with all health and safety, risk management and governance requirements.
- Support the hospital's Digital Transformation initiatives to streamline operations and enhance patient experience.

Financial and Resource Management

- Hold delegated responsibility for the Outpatients budget, ensuring cost-effective use of resources, achievement of financial targets and delivery of cost improvement initiatives.
- Monitor expenditure on staffing, consumables and equipment, ensuring alignment with hospital policies.
- Work collaboratively with Finance and Operations to identify and deliver revenue-maximising opportunities while maintaining quality standards.
- Ensure accurate activity reporting, supporting forecasting and business-planning processes.

Strategic and Service Development

- Work in partnership with the Deputy Matron, Head of Operations and Service Managers to shape the strategic direction of outpatient services.
- Contribute to service development, transformation and redesign projects to improve efficiency and patient pathways.
- Lead quality improvement initiatives aligned with the hospital's Nursing Strategy.
- Support business case development for new specialties, clinics and technologies that enhance patient experience and revenue growth.
- Represent the department in hospital committees, contributing nursing insight to strategic decision-making.

People Leadership and Human Resources

- Provide professional leadership and line management to the outpatient nursing team (Band 7 and below).
- Promote a positive, supportive and high-performing team culture focused on clinical excellence and patient care.
- Manage workforce planning, recruitment, retention and staff deployment to maintain safe staffing and optimal skill mix.

- Conduct annual appraisals and ensure all staff have up-to-date personal development plans and competency records.
- Address underperformance proactively through coaching, supervision and capability procedures where appropriate.
- Oversee compliance with mandatory training, professional registration and revalidation requirements.
- Promote staff wellbeing and resilience, acting as a visible and approachable leader.

Education and Professional Development

- Foster a learning environment that supports continuous professional growth and reflective practice.
- Act as a role model, mentor and preceptor, supporting leadership development within the nursing team.
- Support equitable access to training, study leave and development opportunities.
- Ensure new staff, students and consultants receive effective induction and orientation to the outpatient environment.
- Maintain own professional competence and revalidation in line with NMC requirements.

Communication and Collaboration

- Maintain clear and professional communication with consultants, staff and hospital departments.
- Ensure information is cascaded effectively through team meetings and written updates.
- Build strong relationships with clinical and non-clinical teams to ensure seamless patient pathways and exceptional service delivery.
- Represent the department at internal and external forums, demonstrating professionalism and hospital values.

Additional Responsibilities

- Participate in the Senior Nurse on-Call Rota, providing out-of-hours leadership and incident management support.
- Act as Incident Controller in the event of an emergency, coordinating response and communication.
- Ensure the outpatient environment meets standards for cleanliness, safety and presentation at all times.
- Uphold confidentiality and data protection standards in all aspects of practice.

PERSON SPECIFICATION

JOB TITLE: OUTPATIENT NURSE MANAGER

DEPARTMENT: OUTPATIENTS DEPARTMENT

CATEGORY		CRITERIA	METHOD OF ASSESSMENT
QUALIFICATION/ ATTAINMENTS	Essential	Unrestricted UK nursing PIN and be current on the NMC register Management or leadership qualification (ILM Level 5+, BSc, or equivalent) ALS or ILS Teaching & Assessing Qualification Computer skills with Microsoft Office applications and Outlook	Application Form Certificates Interview Presentation
KNOWLEDGE/ EXPERIENCE	Essential Desirable	Minimum of 5 Years post-registration experience, with at least 2 years in a senior outpatient leadership role. Previous experience managing, delegating and supervising staff. Experience in managing teams, sections, shifts or departments Previous outpatient experience, wound management, theatre experience, plastics/dermatology, gynaecology and/or urology experience	Application Form References Interview

SKILLS/ABILITIES	Essential	Venepuncture & cannulation skills Make appropriate decisions & meet deadlines Ability to clearly express themselves clearly & cogently both verbally & in writing Ability to problem solve and deal diplomatically with staff, visitors and patients. Ability to demonstrate critical thinking to solve complex and sensitive problems. Ability to work well under pressure/ work independently Computer skills Highly motivated and forward thinking	References Interview Application Form
PERSONAL QUALITIES		Demonstrates flexibility & adaptability Demonstrates a commitment to own professional development Demonstrates decorum even in difficult situations Motivated and ability to lead, supervise and manage staff along with overseeing patient care activities Projects a professional image Ability to empathise with patients/relatives from wide ranging social/cultural backgrounds. To be able to support staff with regards to training and development.	Application Form References Interview

Additional Information

This job description is intended to outline the principal responsibilities of the post. It may be amended following consultation to meet the evolving needs of the service or organisation.

The postholder is expected to act as an ambassador for **King Edward VII's Hospital**, demonstrating visible leadership, operational excellence and a commitment to delivering a world-class patient experience in line with the hospital's strategic goals.

Confidentiality

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives and staff, are treated equally in line with the hospital's Equal Opportunities Policy.

At King Edward VII's Hospital, we believe in creating an inclusive and diverse workplace where everyone feels respected and valued. We are committed to creating a workplace that is welcoming and inclusive to everyone, regardless of their race, ethnicity, gender identity, sexual orientation, age, religion, or any other characteristic that makes them unique. We believe that by embracing diversity and fostering inclusion, we will create a workplace that is stronger, more innovative and more successful.