



Proactive

prosthetic and orthotic care

Job Title: Head of Proactive

Location: Home-based - with required frequent travel to Proactive sites

Working Hours: Full Time

About Proactive

Proactive is a leading provider of prosthetics, orthotics and rehabilitation services across the UK. With a strong reputation for clinical excellence and innovation, we work closely with patients, healthcare partners, and community organisations to deliver personalised, evidence-based care. Our clinics are collaborative, supportive environments where clinicians are empowered to grow and make a real difference.

About the Role

To plan and manage the running of the Proactive private clinical service to ensure it achieves its strategic goals, delivers outstanding clinical outcomes and patient satisfaction, meets performance KPIs, and operates within agreed financial budgets and targets.

Key Responsibilities & Tasks

Operational Leadership & Strategy

- Lead and manage the day-to-day operations of Proactive to ensure the achievement of strategic, clinical, and commercial goals.
- Monitor financial performance, optimise clinic profitability, and identify opportunities for growth and investment.
- Drive continuous improvement in operational efficiency, patient experience, and service delivery.
- Develop and implement strategic initiatives to enhance the clinic's reputation as a centre of excellence in private prosthetics and orthotics.
- Oversee the implementation of new technologies and service innovations
- Lead annual strategic planning for Proactive, aligning with the broader AM Healthcare Group strategies.

Workforce & People Management

- Develop and maintain a workforce plan that ensures the availability of experienced, well-trained clinical and support staff.
- Provide leadership and guidance to a multidisciplinary team, fostering a high-performance, patient-centred culture.
- Lead on recruitment, onboarding, development, and performance management of team members.
- Promote a positive and inclusive working environment, focusing on engagement, wellbeing, and career progression.
- Ensure clear internal communication, enabling alignment on clinical and commercial priorities.

Quality, Governance & Compliance

- Oversee the development and implementation of policies, SOPs, and clinical guidelines to maintain service quality and safety.
- Monitor and improve service quality using internal audits, patient feedback, clinical outcomes, and benchmarking.

- Deliver a service that consistently scores highly in patient satisfaction and clinical audit results.

Stakeholder & Contract Management

- Build and maintain strong relationships with key stakeholders including patients, insurers, consultants, referrers, case managers, and suppliers.
- Represent Proactive at internal leadership meetings and relevant external forums to promote the clinic and influence service development.
- Support the development of strategic partnerships and outreach initiatives to grow the patient base and service offering.
- Oversee service delivery performance against contracts and funding arrangements.

What We're Looking For

- ✓ Minimum of 5 years' experience in a clinical leadership role, ideally within prosthetics, orthotics, or private rehabilitation services.
- ✓ Proven track record of business and service development in a healthcare setting.
- ✓ Experience in customer-facing roles with a strong focus on patient experience.
- ✓ Excellent organisational and leadership abilities.
- ✓ Strong understanding of clinical operations, financial management, and service marketing.
- ✓ Excellent written, oral, and interpersonal communication skills.
- ✓ Ability to present ideas in business-friendly and user-friendly language.
- ✓ Self-motivated, self-directed and with a high level of attention to detail.
- ✓ Ability to effectively prioritise and execute tasks in a high-pressure environment.
- ✓ Extensive experience working in a team-oriented, collaborative environment.
- ✓ Preferably a member of BAPO

What We Offer

- Competitive market salary
- Industry-leading training opportunities
- Incremental holiday allowance 33 days up to 38 days (inclusive of bank holidays)
- Refer a friend incentive scheme
- Continuing professional development

Apply Now

To apply please email your CV with a covering letter ASAP to recruitment@am-healthcare.com

AM Healthcare Group Limited are an equal opportunities employer, we have a clear goal of driving diversity and inclusion across all operations of the group.

Closing Date - 11/07/2025



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