

Langford Veterinary Services

Job Description

Job Title: Farm Animal Practice Manager

Reports To: Chief Executive Officer

Job Purpose:

The role holder is responsible for the daily operational running of the Farm Animal Practice.

The position involves driving the Farm Animal Practice forward and implementing, coordinating and maintaining an excellent relationship with the support functions within the associated areas. Working in partnership with the Lead Clinician in Farm Animal Practice, and with support and direction from the Langford Vets (LV) finance, team to ensure budget requirements are met and expected income and expenditure is achieved.

The role holder will coordinate the day to day running of the Practice, including scheduling visits, controlling the pharmacy and interacting with clients and vets. They will also push the practice forward through devising and implementing marketing and business development strategies, alongside the Lead Clinician in Farm Animal Practice, Marketing Manager and Business Development Manager. Langford Vets will provide the appropriate training and support in these areas as necessary.

Principal Accountabilities:

- Responsible for the day-to-day operational running of the Farm Animal Practice, including adherence to RCVS Practice Standards, and line management of other support staff.
- Responsible for providing reception and administrative support to both clients and vets, this includes complaint handling.
- Responsibility for administrative support of the Equine Dental Clinician and the administrative aspects around the World Horse Welfare partnership may also be added to this role.
- Involved in the operational activities of LV. The role holder would be part of the Operations Team, some of the functions of this will include implementing LV policies and protocols, ensuring full compliance from clinical staff, devising strategies for improvement, and ensuring an effective communication channel exists across the practice and with Head Office.

- Responsible for devising and implementing, in consultation with Marketing and Business Development, strategies to increase caseload and customer relations. This includes providing and collating content for a monthly newsletter. Attendance at client events and local shows, some of which may occur outside of normal working hours is expected.
- Responsible for controlling and maintaining stock levels for pharmaceuticals, including being responsible for the carrying out of monthly stock takes, and ordering stock in line with budget, and negotiating discounts with drug company representatives.
- Responsible for ensuring all invoicing is completed on a timely basis, and to work with the Credit Control Manager to ensure debt collection is managed effectively.
- Carrying out regular reviews of the pricing structure (drugs and professional fees) and carrying out competitor analysis.
- Attendance and contribution at Management meetings.
- Responsible for ensuring availability of serviceable equipment, including vehicles.
- Responsible for ensuring compliance to H&S requirements within the FAP, including reporting of accidents and significant events.
- Responsible for ensuring cleanliness of FAP areas.
- Responsible for maintaining, analysing and reporting on database records, including financials, client information and TB testing.
- Responsible for submitting and coordinating laboratory samples.
- Responsible for ensuring an up to date vet out of hours rota and co-ordination with the out of hours answering service.
- Performing other such reasonable duties as requested from time to time by your line manager.

Person Specification

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively.

Criteria	Essential	Desirable
<p>Relevant experience, Skills and Knowledge</p> <ul style="list-style-type: none"> • Proactive self-starter • Awareness and experience of the farming industry • Excellent organisational skills • Good numerical and literacy skills • Leading and implementing projects • Previous experience in a support environment • Good IT skills • Experience of farm management practices and operations • Previous experience in marketing activities • Previous experience in a veterinary environment • Leadership experience 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	 <p>Yes</p> <p>Yes</p> <p>Yes</p>
<p>Relevant Qualifications</p> <ul style="list-style-type: none"> • Education to a good GCSE level or equivalent to include English and maths • A Suitably Qualified Person (SQP) to be able to work in the pharmacy or willingness to undertake the relevant training 	<p>Yes</p>	<p>Yes</p>
<p>Communication and Interpersonal Skills</p> <ul style="list-style-type: none"> • Team player • Excellent communication skills • Ability to act independently • Ability to influence colleagues • Ability to be decisive and confident 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	