



Alan Jones & Associates
Salary and Benefit Survey Specialists

Veterinary Sector

Salary & Benefits Survey

Job Descriptions & Guide to Completing Survey Questionnaire

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Veterinary Sector Salary & Benefits Survey

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Guide to Completing Survey Questionnaire

Completing the Questionnaire

Please provide your details in the Company Information tab or the worksheet:

1. Give your organisation/company name.
2. Enter your name, job title, company address, telephone number and email address
3. Please give company data as requested: number of employees.
4. Give the date of your last major salary review, the average percentage increase given, and the date of your next salary review.
5. Answer any other questions which may be asked.

Job Matching

Use the job descriptions supplied with the questionnaire to match the jobs and levels in the survey. For each job title assess whether there is a job within your organisation covering the typical responsibilities. Each company has small differences it is the broad fit of the description and organisation which is important. We do not expect every participant to match every job. The qualifications indicated on each job are typical levels of education and experience and should be treated as guidelines only. If you do not think that your job is a reasonable match for the job description then do not put it in. You will still receive the feedback for all of the jobs in the survey.

Survey Job Levels

Each job description has a level. This is intended as an aid to job matching. The levels are shown in the tables at the end of this section.

Data Entry

Please try to give all the information requested for every survey job you can match. Please ensure that all match information is given for full-time hours. Match only UK jobs.

1. Your Job Title

Please give here the typical job title/s for your match to the survey job.

2. Job Match (+,=,-)

In this column of the questionnaire please indicate your assessment of the job match, i.e. as compared with the job specification does your job match have more responsibility (+), is the job a good match for the generic job description (=) or does your job have less responsibility (-) than described.

3. Number of Job Holders

Show the number of job holders against each salary. This will normally be one unless there are job holders with the same salary, bonus, car, etc., who may be grouped.

4. Annual Basic Salary (£)

Give annual basic salary, i.e. monthly contractual pay x 12. Exclude any shift and overtime pay. Include any fixed elements of salary paid as part of monthly pay, e.g. regional allowances. Give full-time equivalent for any part-timers.

5. Overtime Payment (Y/N)

Please indicate if the match is eligible for overtime payment for overtime worked.

6. **On-call Payment (Y/N)**

Please indicate if the match is eligible for on-call payment

7. a) **Allowance Payment (Y/N)**

Please indicate if the match is eligible to have professional and other work-related allowances paid for them.

b) **Value of Allowance Payments (£)**

For each individual please give the total value of allowances paid by the company for professional fees, e.g. CPD allowance. Give the annual amount paid.

8. **Actual Bonus Paid (£)**

Please give any additional cash paid to the job. This may include company bonus, Christmas bonus, profit share, performance bonus, etc. Bonus may be variable or fixed. Do not include shift pay, overtime pay, allowance payments, company car allowance or payments made to an individual not related to the job, e.g. first aid payments. Express as an annual amount. Give the most recent 12 month figures available to you. Give full-time equivalent for any part-timers.

9. **Company Car (Y/N)**

Please indicate whether or not the job holder is entitled to a company car or company car cash alternative.

10. **Employer Pension Contribution (%/£)**

For each individual please give the employer's pension contribution expressed as a percentage of basic salary or the actual – annual – monetary amount.

11. **Private Health Care (Y/N)**

Please indicate if the match is eligible for private healthcare paid for by the company.

12. **Weekly Hours**

Please give the contractual weekly hours worked by the job holder/s. Give full-time equivalent hours for any part-timers.

13. **Location of Job Holder (1-13)**

Please indicate the working location of the job holder using the codes below:

- 1 = Inner London
- 2 = Inside M25
- 3 = South East
- 4 = East of England
- 5 = South West
- 6 = Wales
- 7 = West Midlands
- 8 = East Midlands
- 9 = Yorkshire & the Humber
- 10 = North West
- 11 = North East
- 12 = Scotland
- 13 = Northern Ireland

If this is too difficult, you can give us the working location postcode in the next column. We can use this information to allocate a region.

14. **Postcode**

Where it is difficult for you to allocate a region (see 13) but you can access the job holder's working location postcode, please give that here. We will use the postcode to allocate the match to a region. We only require the first part of the postcode (e.g. PO3 or NP25).

15. **Specialism: Veterinary Surgeon (1-3)**

Where your Veterinary Surgeon match has a specialism, please use this column to indicate which specialism applies:

- 1 = Domestic Animal
- 2 = Large Animal
- 3 = Equine

16. **Specialism: Veterinary Nurse (1-2)**

For Veterinary Nurse matches in this column please indicate if the match is:

- 1 = Veterinary Practice Nurse
- 2 = Specialist Practice Nurse

Level Structure & Definitions

A level structure has been devised for the Alan Jones survey jobs. Each job has been assigned a level and the levels are described in the table below. The levels have been matched across to Hay Point ranges and to Willis Towers Watson levels. You can analyse the survey jobs by level in Instant Analysis (either the whole survey or by function). You can see the job titles by level and function in the next table and the job level is shown with each job description and also shown in the survey output.

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 1	International/Corporate Level not included in survey					
Level 2	Managing Director				1218-1648	
Level 3	Director	Member of the legally constituted Board of Directors of the UK company or a member of the executive decision-making committee of a UK company who has status and remuneration equivalent to a Director. Reporting to Managing Director.			913-1235	
Level 4	Head of Function	To match this level job holders must have responsibility for a large function/department and with Level 5 jobs reporting. Reporting to Director Level. This level may only be present in larger organisations. May be called Director of Function or Associate Director in some companies			800-1100	16
Level 5	Senior Management	Senior role with functional responsibilities. Job holder will make significant policy decisions for the function. Managers at this level will be responsible for a significant department with direct and indirect reports and including professionally qualified staff. Reporting to Director or Head of Function level. In all but the largest organisations, this level will be the most senior in the function below Director level		Experienced managerial position; job holder would normally have had considerable appropriate experience	691-935	14/15

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 6	Management/ Senior Professional	Normally reporting to a level 5 or higher. Managers at this level will be responsible for a number of direct and indirect reports including professionally qualified staff. If Senior Professional may report to a manager who does not have the same level of expertise. Senior Professionals at this level may have some subordinate staff but not necessarily.	Graduate or equivalent often with an appropriate post-graduate qualification. Professional staff will have appropriate professional qualification. At this level, scientific staff will normally be PhD level	Well-experienced. Will be a recognised expert in their field. Likely to have had 5 years' relevant experience	537-727	13
Level 7	Junior Management/ Established Professional	Normally reporting to a level 6 or a level 5 role. In Management this level will normally be directly responsible for a team of staff (possibly including team leaders if large numbers within the team). At this level Professional staff would not require close supervision and may oversee the work of/give advice to more junior colleagues/supervise a small number of subordinate staff.	Graduate or equivalent often with an appropriate post-graduate qualification. Professional staff will have appropriate professional qualification. At this level, scientific staff will normally be PhD level	In professional positions, this is the Established level where, as a rough guide, we would expect job matches to have at least 4 years' experience in the same or similar job role	435-588	11/12
Level 8	Senior Supervisor/ Development Professional/ Non-professional Established	Normally reporting to a level 7 or a level 6 position, this level will have responsibility for a small group of staff or may be a supervisor in a large department. The job holder at this level receives greater supervision than the Established level and is expected to make further progress in the job.	Graduate or equivalent often with an appropriate post-graduate qualification (or may still be working toward professional qualification). Professional staff will have appropriate professional qualification. At this level, scientific staff will often be PhD level	In professional positions this is the Development level and, as a guide, we would expect job matches here to have between 2 and 4 years' experience in the same or similar job role	368-498	10

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 9	Supervisory/ Entry Level Professional	Normally reporting to a level 7 or higher, this is a first step in Management and Team Leaders typically would be matched here. In the professional structure, Entry levels are matched here. These job matches are not new graduates.	Graduate or equivalent, expected to make progress toward an appropriate post-graduate qualification	To be a match must have had up to 12 months' experience as new graduates before moving to this role. To be a match at Entry level job holder would normally have less than 2 years' experience and be expected to make significant progress in the role	321-434	9
Level 10	Graduate Entry/Skilled Supervisory/ Senior Support Staff	Normally reporting to a level 8 or level 7 position, at this level Graduate Entry staff will be closely supervised and expected to make significant progress in work. Skilled supervisory job holders will have day to day control of the work of group supervised ensuring that given targets are met.	Graduate or equivalent/senior support staff level	Skilled supervisory levels	277-375	7/8
Level 11	Administration	Expected to work with minimal supervision and be able to oversee work of less experienced/more junior staff	A level/City & Guilds/NVQ level 3	Likely to have had a minimum of 5+ years' relevant working experience.		6/7
	Craft	Expected to work with minimal supervision and be able to oversee work of less experienced/more junior staff.	Minimum HNC level	Experienced		
	Production/ Warehouse	In production, packaging and warehouse, roles at level 11 would have supervisory responsibility.	Numerate and literate with GCSE and/or equivalent NVQ qualifications	Likely to have had 5+ years' experience		

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 12	Administration	Likely to have some routine data entry/paperwork/calls but is expected to work without close supervision and to deal with routine problems.	A level standard education or NVQ level 3 in Administration Skills	Likely to have had a minimum of 4 years' work experience		5/6
	Craft	Non-supervisory position with no others reporting.	City & Guilds apprenticeship or equivalent			
Level 13	Administration	Expected to be able to work without very close supervision.	GCSE standard education or NVQ level 2 in Administration Skills	Likely to have had a minimum of 2 years' work experience		4/5
	Shop Floor	Non-supervisory position with no others reporting. May provide guidance to less-experienced job holders. Normally would report to a level 11	Must be numerate and literate with basic GCSE and/or equivalent NVQ qualifications	The roles at level 13 would normally require at least 3 months' working experience for the job holder to become competent		
Level 14	Administration	Closely supervised in work.	GCSE standard education or NVQ level 1 in Administration Skills	Limited work experience		3/4
	Shop Floor	Non-supervisory position with no others reporting. Normally would report to a level 11	Must be numerate and literate with basic GCSE and/or equivalent NVQ qualifications	The roles at level 14 would normally require less than 3 months' working experience for the job holder to become competent		

Level Matrix

Showing the jobs in the survey sorted by function and level (each function over two pages)

Survey Job Titles by Level: Levels 3-8

Function	3	4	5	6	7	8
Referral Hospital Function Code 10			Diplomat Recognised Specialist		Certificate/Advanced Practitioner	Resident
RVN Function Code 20					Clinical Director – RVN	Head Veterinary Nurse
Support Function Code 30						
Veterinary Function Code 40				Regional Manager Clinical Director – Veterinary	Head/Lead Veterinary Surgeon	Veterinary Surgeon
Night Staff Function Code 50						Veterinary Surgeon

Level Matrix

Survey Job Titles by Level: Levels 9-14

Function	9	10	11	12	13	14
Referral Hospital Function Code 10	Intern					
RVN Function Code 20	Lead Veterinary Nurse	Veterinary Nurse	Student Veterinary Nurse Student Veterinary Nurse – Apprentice			
Support Function Code 30	Nurse Manager Practice Manager		Client Care Manager		Veterinary Care Assistant Practice Administrator Receptionist	
Veterinary Function Code 40	New Graduate Veterinary Surgeon					
Night Staff Function Code 50		Veterinary Nurse			Veterinary Care Assistant Receptionist	

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Level Summary

		Level
Referral Hospital		
10.10.01	Diplomat	5
10.10.02	Recognised Specialist	5
10.10.03	Resident	8
10.10.04	Certificate/Advanced Practitioner	7
10.20.01	Intern	9
RVN		
20.10.01	Clinical Director RVN	7
20.20.01	Head Veterinary Nurse	8
20.20.02	Lead Veterinary Nurse	9
20.20.03	Veterinary Nurse	10
20.30.01	Student Veterinary Nurse	11
20.30.02	Student Veterinary Nurse – Apprentice	11
Support		
30.10.01	Nurse Manager	9
30.20.01	Practice Manager	9
30.30.01	Client Care Manager	11
30.40.01	Veterinary Care Assistant	13
30.50.01	Practice Administrator	13
30.50.02	Receptionist	13
Veterinary		
40.10.01	Regional Manager	6
40.20.01	Clinical Director - Veterinary	6
40.30.01	Head/Lead Veterinary Surgeon	7
40.30.02	Veterinary Surgeon	8
40.40.01	New Graduate Veterinary Surgeon	9
Night Staff		
50.10.01	Veterinary Surgeon	8
50.10.02	Veterinary Nurse	10
50.10.03	Veterinary Care Assistant	13
50.10.04	Receptionist	13

Veterinary Sector Salary & Benefits Survey

Referral Hospital

10.10.01

Diplomat

Survey Level

5

Job Purpose

To provide leadership and guidance in the veterinary hospital clinical care.

Typical Responsibilities

- To ensure a high and improving standard of evidence-based clinical care amongst veterinary colleagues
- To lead the implementation of clinical protocols for area/s of responsibility; to assist the Clinical Director in the formulation of policies and protocols
- To ensure compliance with clinical governance policies and to assist with their continued development
- To ensure that the hospital has an efficient and sufficiently qualified veterinary service
- To participate and provide leadership in clinical consulting and the medical and surgical rota
- To monitor interpretation of internal and external laboratory results
- To ensure the delivery of a high level of care for patients. To ensure that all treatments are carried out with client consent; to oversee the quality of service delivered to referred cases
- Working with the Head Nurse, to ensure that the standard of nursing care in the hospital meets organisational and regulatory standards
- To ensure compliance with RCVS Codes of Conduct, Practice Standards and relevant medicines regulation within area of responsibility
- To actively promote the medical, surgical and diagnostic services available at the hospital
- To ensure that the development needs of the veterinary staff are being met. To maintain development plans of clinical staff. To promote sharing of experience and knowledge
- To deal with any complaints in line with organisation's protocols
- To take part in the recruitment process and to assess the clinical competence of applicants
- To ensure effectiveness of locums through induction plans and monitoring of performance
- To ensure that staff adhere to company and regulatory health & safety standards

Knowledge/Skills/Experience

Qualified Veterinarian

MRCVS or FRCVS

Job matches likely to have a post-graduate qualification

Job matches will be on the RCVS list of Specialists

Likely to have had long post-qualification experience of practice and hospital veterinary work at escalating levels of responsibility

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10.10.02

Recognised Specialist

Survey Level

5

Job Purpose

To provide clinical and professional services for referred clients. To assume responsibility for surgical and medical cases whilst adhering to the organisation's practices and protocols. To have advanced experience and knowledge of one or more clinical areas and to provide support and guidance in specialised/complex clinical cases.

Typical Responsibilities

- To see referred clients, care for in-patients, investigate clinical cases and provide the appropriate diagnostic medical and surgical services for referred animals.
- To examine and assess in-patients ensuring the hospital records are fully updated by the nursing team and nurses are kept updated on treatment/condition changes
- To provide expert support in specialist area/s
- To develop relationship with clients to ensure that their needs and wishes are determined
- To undertake examination, tests and treatment whilst minimising patient stress and discomfort
- To explain findings, diagnoses, options and treatment plans to clients
- To ensure the delivery of a high level of care for patients. To ensure that all treatments are carried out with client consent
- To assist colleagues with management of patients
- To establish good rapport with referring Veterinary Surgeons ensuring the development and maintenance of a professional working relationship and participation in CPD for the local referral community
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- Where appropriate, to ensure that all treatments are billed
- To attend continuing professional development (CPD) and training opportunities including international conferences
- To publish prospective and retrospective studies and review papers
- To provide CPD as needed
- To assist in the development and training of team members, trainees and interns
- To be part of out of hours rota

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent

Job matches may have a post-graduate qualification

Job matches likely to be on the RCVS list of Specialists

Likely to have had significant post-qualification experience of practice and hospital veterinary work at escalating levels of responsibility

Veterinary Sector Salary & Benefits Survey

10.10.03

Resident

Survey Level

8

Job Purpose

To provide clinical and professional services for referred clients. To assume responsibility for surgical and medical cases whilst adhering to the organisation's practices and protocols.

Typical Responsibilities

- To see referred cases for in-patients, investigate clinical cases and provide the appropriate diagnostic medical and surgical services for the animals
- To examine and assess in-patients ensuring the hospital records are fully updated by the nursing team
- To develop relationship with clients to ensure that their needs and wishes are determined
- To undertake examination, tests and treatment whilst minimising patient stress and discomfort
- To explain findings, diagnoses, options and treatment plans to clients
- To ensure the delivery of a high level of care for patients. To ensure that all treatments are carried out with client consent
- Where appropriate, to ensure that all treatments are billed
- To review and inform clients of lab test results and clinical reports. To advise on options and any additional costs
- To refer cases as appropriate
- To attend CPD courses to maintain and increase veterinary knowledge. To attend in-house training and veterinary clinical discussion meetings
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To assist with clinical training and development of Veterinary Nurses, trainees and other support staff
- To be part of out of hours rota

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent

Job matches will hold an RCVS Certificate in Small Animal Surgery or equivalent

Minimum 5 years' post qualification experience

Veterinary Sector Salary & Benefits Survey

10.10.04

Certificate/Advanced Practitioner

Survey Level

7

Job Purpose

To provide clinical and professional services for referred clients. To assume responsibility for surgical and medical cases whilst adhering to the organisation's practices and protocols.

Typical Responsibilities

- To see referred cases for in-patients, investigate clinical cases and provide the appropriate diagnostic medical and surgical services for the animals
- To examine and assess in-patients ensuring the hospital records are fully updated by the nursing team
- To develop relationship with clients to ensure that their needs and wishes are determined
- To undertake examination, tests and treatment whilst minimising patient stress and discomfort
- To explain findings, diagnoses, options and treatment plans to clients
- To ensure the delivery of a high level of care for patients. To ensure that all treatments are carried out with client consent
- Where appropriate, to ensure that all treatments are billed
- To review and inform clients of lab test results and clinical reports. To advise on options and any additional costs
- To refer cases as appropriate
- To attend CPD courses to maintain and increase veterinary knowledge. To attend in-house training and veterinary clinical discussion meetings
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To mentor more junior Veterinarians including graduates
- To assist with clinical training and development of Veterinary Nurses, trainees and other support staff
- To be part of out of hours rota

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent

Job matches will hold an RCVS Certificate in Small Animal Surgery or equivalent

Likely to have a minimum 3 years' post qualification experience

Veterinary Sector Salary & Benefits Survey

10.20.01

Intern

Survey Level

9

Job Purpose

To work alongside clinicians in each discipline caring for patients. To continue with learning and research projects during internship.

Typical Responsibilities

- To rotate through various referral disciplines including medicine, orthopaedics, soft tissue surgery, ophthalmology, neurology, intensive care, imaging, dermatology, anaesthesia.
- To attend consultations and assist with investigations, surgical procedures and in-patient care. To receive daily case-related tuition from clinicians in addition to more structured continuing professional development
- To be involved in a variety of small animal cases becoming competent in history taking and performing discipline-specific clinical examinations under specialist supervision
- To become competent in carrying out investigations including digital radiography, ultrasonography, MRI, CT, endoscopy and electro-diagnostics
- To provide support for clinical services as required
- To assist with patient handling, collection of samples, setting up and maintenance of intravenous lines, induction and monitoring of anaesthesia
- To provide care of in-patients
- To assist with administrative tasks associated with patient care including admissions and discharges
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To assist nursing and animal care staff with general tasks
- To be part of out of hours rota

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent
Likely to have had up to 2 years' post-graduate experience

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RVN

20.10.01 Clinical Director RVN

Survey Level 7

Job Purpose

To manage and lead the practice ensuring that the required standards of care and service for patients and clients are achieved. To lead clinical and commercial development and improvement.

Typical Responsibilities

- To manage the practice/s as designated
- To deal with day to day management of practice staff including recruitment, discipline, etc.
- To provide leadership and guidance to practice staff. To deal with staff development and, as appropriate, appraisals
- To manage staff rotas including out of hours provision ensuring adherence to legal and professional responsibilities
- To be responsible for financial performance of the practice/s. To manage financial policies and procedures, including cash management and banking. To ensure adherence to company pricing
- To promote business where possible and following company guidelines
- To be responsible for security of premises
- To be responsible for ensuring that the practice adheres to required standards of care and follows Health & Safety policies
- To ensure practice achieves and maintains RCVS Practice Standards Scheme registration
- To set clinical objectives in line with company guidelines and standards
- To comply with legal obligations relating to prescription, safe keeping and supply of veterinary medical products
- To ensure hospitalised patients are monitored to required standards
- To promote best clinical practice and to monitor clinical performance
- To oversee specialist vet referrals

Knowledge/Skills/Experience

Registered Veterinary Nurse (RVN)

Job matches will have had extensive experience of veterinary nursing at escalating levels of seniority
Management experience

Note

To be a match here, the job holders must be Registered Veterinary Nurses. If your job matches to Clinical Director are Veterinary Surgeons, see Clinical Director – Veterinary (40.20.01)

Veterinary Sector Salary & Benefits Survey

20.20.01

Head Veterinary Nurse

Survey Level

8

Job Purpose

To be responsible for day to day management of the nursing teams. To lead and motivate nursing staff in order to achieve the highest standard of care for patients and clients. To ensure that nursing teams provide the required level of assistance to the veterinary staff.

Typical Responsibilities

- To be responsible for the clinical performance of the nursing staff. To monitor the quality of patient and client care provided by the nursing teams and to take action in the event of any issues arising
- To ensure that nursing staff achieve required standards in all aspects of work including theatre practices, lab techniques, assisting veterinary staff, hygiene, infection control, etc.
- To ensure that procedures for drug dispensing and recording are followed
- To ensure stock levels of drug, clinical supplies and consumables are managed
- To ensure usage of surgical equipment is managed and that equipment is maintained
- To be responsible for nursing staff recruitment and selection and subsequent induction, training, development and support
- To ensure that good communication is maintained between nursing teams, management and others within the site
- To monitor patient record keeping
- To carry out staff appraisals
- To ensure all performance and conduct issues are dealt with effectively and in compliance with company and statutory regulations
- To ensure that nursing staff are provided with support and training as needed
- To oversee management of daily work planning and staff rotas
- To monitor overtime
- To ensure marketing initiatives are supported by nursing staff
- To ensure that procedures are in place for keeping members of the nursing teams fully informed on health and safety issues and that they are trained in the safe use of any equipment relevant to their role
- To advise senior management on nursing issues

Knowledge/Skills/Experience

Registered Veterinary Nurse

Significant experience of full RVN duties

Experience of coaching

Job matches will have had experience of supervising nursing team/s

Note

This level of Veterinary Nurse may not be present in your organisation. Head Veterinary Nurse is likely to be found only in larger practices or specialist hospitals where nursing is a department.

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20.20.02

Lead Veterinary Nurse

Survey Level

9

Job Purpose

To lead a team of Veterinary Nurses. To ensure that the team achieve the highest standard of care for patients and clients and provide the level of assistance required to the veterinary staff.

Typical Responsibilities

- To be responsible for the day to day clinical performance of the nursing staff. To monitor the patient and client care provided by the nursing team and to take any action needed as a result
- To ensure that the required standards are met in all aspects of work including theatre practices, lab techniques, assisting veterinary staff, hygiene, infection control, etc.
- To ensure that drugs are dispensed safely and that drug records are kept
- To manage stock levels of drugs, clinical supplies and other consumables
- To manage usage of surgical equipment and to ensure equipment is maintained
- To manage nursing staff recruitment and selection and subsequent induction, training, development and support
- To liaise between nursing team, management team and others within the practice to ensure good communication and effective support
- To ensure that patient records are completed accurately and patient care instructions are followed
- To carry out staff appraisals as appropriate
- To ensure all performance and conduct issues are dealt with effectively complying to company and statutory regulations
- To ensure that nursing staff are provided with support and training as needed
- To organise nursing team rotas including holiday cover, sickness cover, training, out-of-hours cover.
- To manage daily work planning
- To manage overtime
- To provide support with marketing initiatives
- To ensure that all members of the nursing team are fully informed on health and safety issues and are trained in the safe use of any equipment relevant to their role
- To carry out risk assessments

Knowledge/Skills/Experience

Registered Veterinary Nurse

Likely to have had a minimum of 5 years' experience of full RVN duties

Experience of coaching

Supervisory experience

Veterinary Sector Salary & Benefits Survey

20.20.03

Veterinary Nurse

Survey Level

10

Job Purpose

To provide nursing care and support in a veterinary practice or hospital.

Typical Responsibilities

- To perform general nursing duties
- To assist with surgical procedures
- To deal with in-patient care ensuring that patients receive the required level of care at all times. To keep accurate patient and client records
- To run nurse clinics including vaccination, weight and geriatric clinics
- To administer treatments and dispense medication as instructed by Veterinary Surgeons and in line with professional guidelines and practice policies
- To be competent in a range of patient care procedures, surgical assistance procedures, diagnostic procedures, routine lab tests, radiography, etc.
- To ensure all medical records are kept up to date
- To ensure effective stock rotation/replenishment where applicable
- To maintain and clean surgical equipment
- To maintain a high standard of in-patient care. To ensure accurate records are kept
- To communicate with clients adhering to professional standards. To report patient progress as needed to clients in person and by telephone
- To provide training and guidance to less experienced nursing staff and nursing students
- To undertake reception duties as needed
- To participate in nurse rota

Knowledge/Skills/Experience

Registered Veterinary Nurse
Experience of working in a veterinary practice
Basic IT skills

Veterinary Sector Salary & Benefits Survey

20.30.01

Student Veterinary Nurse

Survey Level

11

Job Purpose

Under instruction/supervision of a registered Veterinary Surgeon or Veterinary Nurse, to assist the clinical team in the day to day clinical duties within the practice. To actively engage in learning whilst working in the practice. To continue to attend accredited Veterinary Nursing course.

Typical Responsibilities

- To work closely with the clinical and non-clinical teams to deliver timely and effective patient and customer care. To follow company and veterinary codes of practice at all times
- To assist with reception duties including greeting clients, making appointments, preparing paperwork, confirming procedures when admitting animals to the practice, etc.
- To offer advice on animal care, to provide assistance and support to clients
- To maintain good levels of product knowledge to be able to advise team and customers where necessary
- To assess the condition of patients, administer basic nursing care and take appropriate action in the event of a change in the animal's condition
- To keep accurate records of basic nursing care and administering of medicines
- To prepare and clean animal accommodation
- To assist in laboratory diagnostic testing, preparation of test equipment and materials for samples, disposal of waste materials
- To assist with radiography procedures
- In line with regulations and guidelines, to maintain and prepare surgical environment and equipment and to undertake infection control
- To assist Veterinary Surgeon during surgical procedures
- To assist with administration of anaesthetics to animals

Knowledge/Skills/Experience

A level standard education or equivalent
Experience of caring for/handling animals
Qualification in Animal Care or similar

Note

A job match here must be enrolled as Student Veterinary Nurse with the Royal College of Veterinary Surgeons (RCVS) and be attending an accredited Veterinary Nursing course with a recognised nursing training academy

Required level of appropriate study must be maintained

Job holders are working towards a Level 3 Diploma in Veterinary Nursing

Veterinary Sector Salary & Benefits Survey

20.30.02

Student Veterinary Nurse - Apprentice

Survey Level

11

Job Purpose

Under instruction/supervision of a registered Veterinary Surgeon or Veterinary Nurse, to assist the clinical team in the day to day clinical duties within the practice. To actively engage in learning whilst working in the practice.

Typical Responsibilities

- To work closely with the clinical and non-clinical teams to deliver timely and effective patient and customer care. To follow company and veterinary codes of practice at all times
- To assist with reception duties including greeting clients, making appointments, preparing paperwork, confirming procedures when admitting animals to the practice, etc.
- To offer advice on animal care, to provide assistance and support to clients
- To maintain good levels of product knowledge to be able to advise team and customers where necessary
- To assess the condition of patients, administer basic nursing care and take appropriate action in the event of a change in the animal's condition
- To keep accurate records of basic nursing care and administering of medicines
- To prepare and clean animal accommodation
- To assist in laboratory diagnostic testing, preparation of test equipment and materials for samples, disposal of waste materials
- To assist with radiography procedures
- In line with regulations and guidelines, to maintain and prepare surgical environment and equipment and to undertake infection control
- To assist Veterinary Surgeon during surgical procedures
- To assist with administration of anaesthetics to animals

Knowledge/Skills/Experience

GCSE standard education with Maths, Science and English or equivalent
Experience of caring for/handling animals
Qualification in Animal Care or similar

Note

Matches to this job will be combining workplace experience with working towards formal qualification
Job holders are expected to maintain the required level of appropriate study
Job holders are working towards a Level 3 Diploma in Veterinary Nursing

Veterinary Sector Salary & Benefits Survey

Support

30.10.01

Nurse Manager

Survey Level

9

Job Purpose

To be responsible for day to day management of clinical and non-clinical staff. To lead and motivate staff in order to achieve the highest standard of care for patients and clients and to assist the veterinary staff.

Typical Responsibilities

- To manage and plan staff rotas including dealing with holidays, absence, overtime, etc.
- To assist with the implementation and maintenance of RCVS practice standards scheme and awards
- To liaise with senior management regarding management of personnel and practice/s
- To ensure compliance with relevant regulations on drug ordering, storing and dispensing
- To manage staff recruitment and selection and subsequent induction, training, development and support
- To be responsible for the clinical performance of the nursing staff. To monitor the quality of patient and client care provided by the nursing team/s and to take action in the event of any issues arising
- To ensure that nursing staff achieve required standards in all aspects of work
- To manage usage of surgical equipment and to ensure equipment is maintained
- To organise and participate in staff meetings of clinical and non-clinical staff
- To liaise between nursing team, management team and others within the practice to ensure good communication and effective support
- To ensure that patient records are completed accurately and patient care instructions are followed
- To carry out staff appraisals as appropriate
- To ensure all performance and conduct issues are dealt with effectively complying to company and statutory regulations
- To ensure that nursing staff are provided with support and training as needed
- To provide support with marketing initiatives
- To ensure that staff are fully informed on health and safety issues and are trained in the safe use of any equipment relevant to their role
- To carry out risk assessments

Knowledge/Skills/Experience

May be Registered Veterinary Nurse

Job matches will have had several years' relevant veterinary experience

Experience of coaching

Supervisory experience

Veterinary Sector Salary & Benefits Survey

30.20.01

Practice Manager

Survey Level

9

Job Purpose

To support the Clinical Director or similar in the management of the practice. To manage practice support functions.

Typical Responsibilities

- To line manage non-clinical staff. To deal with staff recruitment, development, motivation, training, appraisals, health & safety, discipline, etc.
- To manage reception – appointments, database systems, receiving clients and their animals, admissions paperwork, bereavement handling, etc.
- To ensure that the non-clinical staff rota is maintained in line with business needs
- To support the promotion of the business and the development and implementation of improvements
- To be responsible for managing day to day financial support, e.g. banking, debt collection, insurance claim administration, cash security, invoicing, reconciliation of receipts, filing, etc.
- To identify and monitor turnover and other performance trends
- To ensure that financial and non-financial company policies and procedures are adhered to
- Where appropriate, to liaise with head office and provide scheduled and ad hoc information as needed
- May be responsible for maintenance and repair of premises including arranging and monitoring the work of any contractors
- To deal with day to day office management including stationery, stock control, office equipment, etc.
- To deal with HR administration, e.g. payroll, holidays, sickness, staff records, overtime/time off in lieu recording, staff expenses, etc.
- To assist with planning and organising of practice promotional events
- To deal with practice advertising and social media and web presence
- To promote pet insurance within the practice
- To keep up to date with RCVS and VPMA codes of practice and with UK Veterinary legislation
- Where applicable, to work with team to prepare for Practice Standards Scheme (PSS) inspections and certification

Knowledge/Skills/Experience

Minimum A level education or equivalent, may be graduate or be qualified (e.g. RVN)
Likely to have had several years' relevant working experience

Veterinary Sector Salary & Benefits Survey

30.30.01

Client Care Manager

Survey Level

11

Job Purpose

To manage the reception team.

Typical Responsibilities

- To ensure that the reception staff provide clients and visitors with the required standard of service
- To be responsible for reception team and waiting room management
- To enforce housekeeping rules in reception area
- To ensure customer complaints are dealt with quickly and by the most appropriate person
- To oversee record keeping in reception; to ensure any paperwork/administration is completed accurately and on time
- To deal with reception staff training and development
- To be responsible for the staff rota for reception staff including holiday and sickness cover
- To liaise with Veterinary Surgeons to ensure laboratory results are communicated to clients
- To provide support to senior team members in recruitment and interviews
- To review and update protocols and procedures to adapt to changing and improving practices
- To meet with senior team members to discuss practice operation and possible improvements
- May manage a reception area budget
- To provide cover in reception as needed

Knowledge/Skills/Experience

GCSE level education or equivalent

Several years' experience in veterinary practice front of house role

Computer literate

Supervisory training

Team leader experience

Veterinary Sector Salary & Benefits Survey

30.40.01

Veterinary Care Assistant

Survey Level

13

Job Purpose

To provide assistance and support in the care and treatment of animals.

Typical Responsibilities

- To assist vets, nurses and students with all aspects of their work e.g.:
 - caring for animals
 - assisting with handling/restraining animals
 - administering simple medical treatments under instruction and supervision
 - setting up for surgery, radiography and medical procedures
 - assistance with monitoring of anaesthesia as required
- To support the team in preparation of patient paperwork
- To assess the condition of patients, administer basic nursing care and take appropriate action in the event of a change in the animal's condition
- To keep accurate records of basic nursing care and administering of medicines
- To walk, clean and monitor animals
- To ensure that animals are kennelled, fed, watered and cared for
- To care for the clinical environment including maintenance, infection control, etc.
- To maintain a high standard of cleanliness and tidiness in all areas ensuring that cleaning duties are carried out according to schedule and required standards
- To assist with reception duties and dealing with clients as required
- To maintain basic knowledge of products and be able to advise clients accordingly
- Job holders will be expected to be on out-of-hours working rota

Knowledge/Skills/Experience

GCSE level education including Maths, Science and English or equivalent
Computer literate

Veterinary Sector Salary & Benefits Survey

30.50.01

Practice Administrator

Survey Level

13

Job Purpose

To provide administrative support to the practice.

Typical Responsibilities

- To provide a full range of administration activities to facilitate the efficient and effective operation of the practice
- To provide day to day accounts and financial support
- To be responsible for a range of accounting activities including purchase ledger, payment of suppliers, bank reconciliation, banking, petty cash, etc.
- To liaise on administration issues with head office where appropriate
- To carry out routine financial tasks as designated and provide support to the practice management
- To take, record and pass on messages
- To deal with practice clients and visitors as needed and to required standards of service
- To assist with reception duties as needed
- To liaise within the practice as needed
- To support the Practice Manager in dealing with the administration of client complaints

Knowledge/Skills/Experience

GCSE level education or equivalent

Keyboard skills

Likely to have had 1 year of relevant working experience

Note

If your job match is primarily working in reception dealing with clients with some administrative duties, do not match here. Practice Administrator is an administration support role.

Veterinary Sector Salary & Benefits Survey

30.50.02

Receptionist

Survey Level

13

Job Purpose

To perform administrative and reception duties for the practice. To be a first point of contact for clients and members of the public, by telephone and in person.

Typical Responsibilities

- To answer telephone calls and emails and deal with enquiries
- To organise appointment diary ensuring as many clients as possible can be seen
- To deal with clients in the reception area, to book in and deal with associated paperwork/data entry
- To record, pass on and follow-up on enquiries
- To add new client details into system including relevant dates, e.g. vaccination; to check information already held for returning clients
- To ensure invoices are correct and any adjustments made; to collect payments for services
- To deal with follow-up appointments, reminder calls, missed appointment calls, etc.
- To deal with daily administration, e.g. lab reports, consent forms, etc.
- To dispense medications as directed and provide information to clients on pet welfare and products to authorised level
- To check stock levels (food, medicines) and replenish
- To deal with pet insurance paperwork
- To promote practice and other products as directed
- To adhere to practice policies and procedures at all times
- To keep reception area tidy

Knowledge/Skills/Experience

GCSE level standard of education or equivalent

Likely to have had at least 1 year of relevant working experience

Good keyboard skills

Note

The Receptionist is primarily the job role dealing with contact with clients, in the reception or by telephone/email with some administrative duties. A job holder whose role is mainly administrative but helps out as needed in reception should be matched with Practice Administrator.

Veterinary Sector Salary & Benefits Survey

Veterinary

40.10.01

Regional Manager

Survey Level

6

Job Purpose

To provide strategic direction and leadership to practices in a designated area. To ensure that practices meet agreed targets. To be responsible for achievement of financial and operational performance of the practices/region. To ensure that the required standards of care and service for patients and clients are achieved in the area.

Typical Responsibilities

- To provide leadership in the achievement of performance targets for the designated region
- To identify and generate profitable revenue opportunities across the area
- To input into and agree budgets; to monitor performance against budgets
- To identify underperforming practices and to develop action plans to address any issues
- To be responsible for financial performance of the practices in the area; to monitor debt position
- To formulate and implement a business plan for the sites in the designated area in line with the wider business plans. To identify areas of potential growth and encourage sharing of knowledge across the practices
- To manage central and local business and operational initiatives
- To monitor and react to competitor activity in the area
- To monitor practice activity and ensure that required standards of care and Health & Safety are adhered to
- To ensure practices comply with company and external regulatory standards; to drive improvements
- To monitor customer satisfaction indicators, clinical incidents and complaints and take any action necessary to deliver improvements
- To lead and manage direct reports
- To manage performance and potential of staff through coaching and review
- To manage staff development and talent programmes in order to sustain the performance and growth of practices
- To liaise with senior management on business objectives and initiatives and to ensure that these are implemented in the designated area
- To work with other Regional Managers in delivering the clinical, commercial and operational targets of the business

Knowledge/Skills/Experience

Graduate level education or equivalent
Likely to have long experience in the veterinary sector
Significant experience of leading and developing teams
In-depth knowledge of occupational health & safety, e.g. IOSH
Experience of relevant quality systems
Experience of clinical and financial auditing

Veterinary Sector Salary & Benefits Survey

40.20.01

Clinical Director – Veterinary

Survey Level

6

Job Purpose

To manage and lead the practice ensuring that the required standards of care and service for patients and clients are achieved. To lead clinical and commercial development and improvement. To provide veterinary services to required clinical standards.

Typical Responsibilities

- To provide leadership and guidance to practice staff. To deal with staff development and appraisals
- To deal with day to day management of staff including recruitment, discipline, etc.
- To manage staff rotas including out of hours provision ensuring adherence to legal and professional responsibilities
- To be responsible for organising training for staff as needed
- To be responsible for financial performance of the practice. To input into budget setting and to monitor performance against budget. To manage financial policies and procedures. To ensure adherence to company pricing
- To promote business where possible and following company guidelines
- To be responsible for security of premises
- To be responsible for ensuring that the practice adheres to required standards of care and follows Health & Safety policies
- To ensure practice achieves and maintains RCVS Practice Standards Scheme registration
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To organise, collate, report and act on clinical audits in compliance with current professional standards
- To set clinical objectives in line with company guidelines and standards
- To comply with legal obligations relating to prescription, safe keeping and supply of veterinary medical products
- To ensure hospitalised patients are monitored to required standards
- To promote best clinical practice and to monitor clinical performance
- To oversee specialist vet referrals
- To investigate and resolve any client complaints
- Job holders may be responsible for more than one practice

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent
Minimum of 5 years' experience of leading and developing teams
In-depth knowledge of occupational health & safety, e.g. IOSH
Experience of leadership, mentoring
Experience of relevant quality systems
Experience of clinical and financial auditing

Veterinary Sector Salary & Benefits Survey

40.30.01

Head/Lead Veterinary Surgeon

Survey Level

7

Job Purpose

To be responsible for managing the clinical activities for a designated practice/team. To lead, manage, support and work with team and to provide best possible care and outcomes for clients and patients.

Typical Responsibilities

- To ensure the provision of a high quality veterinary and nursing care
- To carry out consultations and examinations and to make management and treatment recommendations based on best practice and in accordance with veterinary and company policies and protocols; to communicate with clients on findings, costs/estimates, treatments and options
- To investigate cases fully and appropriately including taking samples and carrying out diagnostic testing where needed; to operate laboratory equipment and conduct in-house tests and analysis
- To treat patients, carry out procedures and to perform surgery as appropriate and according to personal competence and the practice limitations
- To refer cases as needed
- To maintain, prescribe and dispense medications
- To ensure all treatment is given with informed consent
- To ensure comfort and welfare of pets kept in the practice
- To ensure practice operates following good clinical practice
- To keep and update clinical notes
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To keep up to date on developments within veterinary care and to maintain professional status as required by RCVS
- To supervise work of Veterinary Nursing staff and Care Assistants; to provide training as appropriate
- To oversee work of new staff
- To supervise any veterinary students working within the practice as designated and to deal with training administration requirements
- To promote the practice and to promote appropriate products and services
- To be part of on-call rota. To carry out house calls where necessary
- As Head/Lead Veterinary Surgeon:
 - to assist with the day to day organisation of the practice
 - to manage the clinical team
 - to manage the Veterinary rota and to manage holidays and any locum cover as needed
 - to review practices and procedures and to contribute to development plans
 - may plan and implement marketing plans
 - to deal with referred problems/complaints
 - to undertake assigned administrative/organisation duties
 - to provide leadership, guidance and support to less experienced Vets

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent
Several years' Veterinary practice experience
Extensive surgical and medical experience

Veterinary Sector Salary & Benefits Survey

40.30.02

Veterinary Surgeon

Survey Level

8

Job Purpose

To provide professional care and service for clients and their animals.

Typical Responsibilities

- To ensure the provision of a high quality veterinary and nursing care
- To carry out consultations and examinations and to make management and treatment recommendations based on best practice and in accordance with veterinary and company policies and protocols; to communicate with clients on findings, costs/estimates, treatments and options
- To investigate cases fully and appropriately including taking samples and carrying out diagnostic testing where needed; to operate laboratory equipment and conduct in-house tests and analysis
- To treat patients, carry out procedures and to perform surgery as appropriate and according to personal competence and the practice limitations
- To refer cases as needed
- To maintain, prescribe and dispense medications
- To ensure all treatment is given with informed consent
- To ensure comfort and welfare of pets kept in the practice
- To keep and update clinical notes
- To ensure practice operates following good clinical practice
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To keep up to date on developments within veterinary care and to maintain professional status as required by RCVS
- To supervise work of Veterinary Nursing staff and Care Assistants; to provide training as appropriate
- To oversee work of new staff
- To supervise any veterinary students working within the practice as designated and to deal with training administration requirements
- To promote the practice and to promote appropriate products and services
- To be part of on-call rota. To carry out house calls where necessary

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent

Job matches here would typically have 1-2 years' surgical and medical experience

Note

Job matches here are not new graduates. See New Graduate Veterinary Surgeon 40.40.01.

Veterinary Sector Salary & Benefits Survey

40.40.01

New Graduate Veterinary Surgeon

Survey Level

9

Job Purpose

To provide professional care and service for clients and their animals.

Typical Responsibilities

- To ensure the provision of a high quality veterinary and nursing care
- To carry out consultations and examinations and to make management and treatment recommendations based on best practice and in accordance with veterinary and company policies and protocols; to communicate with clients on findings, costs/estimates, treatments and options
- To investigate cases fully and appropriately including taking samples and carrying out diagnostic testing where needed; to operate laboratory equipment and conduct in-house tests and analysis
- To treat patients, carry out procedures and to perform surgery as appropriate and according to personal competence and the practice limitations
- To refer cases as needed
- To maintain, prescribe and dispense medications
- To ensure all treatment is given with informed consent
- To ensure comfort and welfare of pets kept in the practice
- To keep and update clinical notes
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To continue with professional development. To keep up to date on developments within veterinary care and to maintain professional status as required by RCVS
- To supervise work of Veterinary Nursing staff and Care Assistants; to provide training as appropriate
- To supervise any veterinary students working within the Practice as designated and to deal with training administration requirements
- To promote the practice and to promote appropriate products and services
- To be part of on-call rota. To carry out house calls where necessary

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent
Some surgical and medical experience

Note

Job matches to this role must be new graduates

Veterinary Sector Salary & Benefits Survey

Night Staff

Only those working at night are to be matched in this section.

50.10.01 Veterinary Surgeon

Survey Level 8

Job Purpose

To provide professional care and service for clients and their animals.

Typical Responsibilities

- To ensure the provision of a high quality veterinary and nursing care
- To carry out consultations and examinations and to make management and treatment recommendations based on best practice and in accordance with veterinary and company policies and protocols; to communicate with clients on findings, costs/estimates, treatments and options
- To investigate cases fully and appropriately including taking samples and carrying out diagnostic testing where needed; to operate laboratory equipment and conduct in-house tests and analysis
- To treat patients, carry out procedures and to perform surgery as appropriate and according to personal competence and the practice limitations
- To refer cases as needed
- To maintain, prescribe and dispense medications
- To ensure all treatment is given with informed consent
- To ensure comfort and welfare of pets kept in the practice
- To keep and update clinical notes
- To ensure practice operates following good clinical practice
- To work within the legislation affecting the practice of veterinary medicine in the UK and the ethics of practice as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons
- To keep up to date on developments within veterinary care and to maintain professional status as required by RCVS
- To supervise work of Veterinary Nursing staff and Care Assistants; to provide training as appropriate
- To oversee work of new staff
- To supervise any veterinary students working within the practice as designated and to deal with training administration requirements
- To promote the practice and to promote appropriate products and services
- To be part of on-call rota. To carry out house calls where necessary

Knowledge/Skills/Experience

Veterinary degree enabling full MRCVS status or equivalent

Job matches here would typically have 1-2 years' surgical and medical experience

Veterinary Sector Salary & Benefits Survey

50.10.02

Veterinary Nurse

Survey Level

10

Job Purpose

To provide nursing care and support in a veterinary practice or hospital.

Typical Responsibilities

- To perform general nursing duties
- To assist with surgical procedures
- To deal with in-patient care ensuring that patients receive the required level of care at all times. To keep accurate patient and client records
- To run nurse clinics including vaccination, weight and geriatric clinics
- To administer treatments and dispense medication as instructed by Veterinary Surgeons and in line with professional guidelines and practice policies
- To be competent in a range of patient care procedures, surgical assistance procedures, diagnostic procedures, routine lab tests, radiography, etc.
- To ensure all medical records are kept up to date
- To ensure effective stock rotation/replenishment where applicable
- To maintain and clean surgical equipment
- To maintain a high standard of in-patient care. To ensure accurate records are kept
- To communicate with clients adhering to professional standards. To report patient progress as needed to clients in person and by telephone
- To provide training and guidance to less experienced nursing staff and nursing students
- To undertake reception duties as needed
- To participate in nurse rota

Knowledge/Skills/Experience

Registered Veterinary Nurse
Experience of working in a veterinary practice
Basic IT skills

Veterinary Sector Salary & Benefits Survey

50.10.03

Veterinary Care Assistant

Survey Level

13

Job Purpose

To provide assistance and support in the care and treatment of animals.

Typical Responsibilities

- To assist vets, nurses and students with all aspects of their work e.g.:
 - caring for animals
 - assisting with handling/restraining animals
 - administering simple medical treatments under instruction and supervision
 - setting up for surgery, radiography and medical procedures
 - assistance with monitoring of anaesthesia as required
- To support the team in preparation of patient paperwork
- To assess the condition of patients, administer basic nursing care and take appropriate action in the event of a change in the animal's condition
- To keep accurate records of basic nursing care and administering of medicines
- To walk, clean and monitor animals
- To ensure that animals are kennelled, fed, watered and cared for
- To care for the clinical environment including maintenance, infection control, etc.
- To maintain a high standard of cleanliness and tidiness in all areas ensuring that cleaning duties are carried out according to schedule and required standards
- To assist with reception duties and dealing with clients as required
- To maintain basic knowledge of products and be able to advise clients accordingly
- Job holders will be expected to be on out-of-hours working rota

Knowledge/Skills/Experience

GCSE level education including Maths, Science and English or equivalent
Computer literate

Veterinary Sector Salary & Benefits Survey

50.10.04

Receptionist

Survey Level

13

Job Purpose

To perform administrative and reception duties for the practice. To be a first point of contact for clients and members of the public, by telephone and in person.

Typical Responsibilities

- To answer telephone calls and emails and deal with enquiries
- To organise appointment diary ensuring as many clients as possible can be seen
- To deal with clients in the reception area, to book in and deal with associated paperwork/data entry
- To record, pass on and follow-up on enquiries
- To add new client details into system including relevant dates, e.g. vaccination; to check information already held for returning clients
- To ensure invoices are correct and any adjustments made; to collect payments for services
- To deal with follow-up appointments, reminder calls, missed appointment calls, etc.
- To deal with daily administration, e.g. lab reports, consent forms, etc.
- To dispense medications as directed and provide information to clients on pet welfare and products to authorised level
- To check stock levels (food, medicines) and replenish
- To deal with pet insurance paperwork
- To promote practice and other products as directed
- To adhere to practice policies and procedures at all times
- To keep reception area tidy

Knowledge/Skills/Experience

GCSE level standard of education or equivalent

Likely to have had at least 1 year of relevant working experience

Good keyboard skills