



## **JOB DESCRIPTION**

### **Veterinary Practice Manager/Head Veterinary Nurse**

**Location:** USPCA Head Office, Newry

**Reports to:** Chief Executive & Senior Veterinary Surgeon

**Key Relationships:** SMT, Head Vet, Animal Care Manager, Customer Care Manager

**Remuneration Package:** £35,000 - £43,000 pro rata (DOE), Pension Contribution.

**Contract:** Permanent, Full-Time

#### **About the USPCA**

The Ulster Society for the Prevention of Cruelty to Animals (USPCA) is Northern Ireland's leading animal welfare charity. For over 180 years, we have worked to protect animals, prevent cruelty, relieve suffering, and promote kindness across our communities.

We deliver vital services from rescuing and rehabilitating animals to tackling wildlife crime and educating the public. By joining our team, you will help ensure the delivery of high-quality veterinary care and support the organisation's mission to improve animal welfare across Northern Ireland.

#### **Role Purpose**

The Veterinary Practice Manager / Head Veterinary Nurse will play a pivotal leadership role in ensuring the effective clinical, operational, and financial management of the USPCA Animal Hospital. Working in close partnership with the Senior Veterinary Surgeon, the postholder will provide strategic and operational leadership for the veterinary practice. They will ensure excellent clinical standards of animal care, outstanding client experience, efficient and sustainable service delivery and a productive and engaged team environment.

The role combines hands-on veterinary nursing responsibilities with strategic and operational management. The postholder will lead and develop the nursing and operational support teams, oversee day-to-day operations, ensure regulatory compliance, and contribute to the long-term sustainability, continuous improvement and success of the practice.

## **Key Responsibilities**

### **Leadership & People Management**

- Provide day-to-day operational leadership of the practice, ensuring services are well organised, responsive and aligned with clinical and organisational priorities.
- Lead workforce planning, rota management and resource allocation across veterinary, nursing, ancillary and reception teams to maintain safe and effective service delivery.
- Oversee financial and administrative processes, including stock control, purchasing, billing, payment collection, reporting and budget management, ensuring value for money and sound governance.
- Ensure that facilities, equipment, systems and processes are safe, compliant, well maintained and fit for purpose.
- Support service planning, performance monitoring and continuous improvement initiatives in partnership with the Senior Veterinary Surgeon and wider leadership team.
- Manage client service issues and complaints professionally, ensuring timely resolution and a consistently high standard of customer care.

### **Clinical and Nursing Leadership**

- Provide visible clinical and professional leadership to the veterinary nursing team, setting clear standards for patient care, welfare, safety and service quality.
- Lead the deployment, development and performance of the nursing workforce, including induction, supervision, coaching and continuing professional development for registered nurses, students and apprentices.
- Maintain oversight of medicines management, controlled drugs, stock, diagnostics, radiography, waste and anaesthetic gases in accordance with professional requirements and USPCA policy.

- Support the delivery of high-quality nursing care across theatre, anaesthesia, radiography, pharmacy and outpatient activity, undertaking clinical duties where required.
- Promote a culture of accountability, learning and continuous improvement, including clinical coaching for nursing team, effective incident reporting, infection prevention and control, and health and safety compliance.
- Contribute to the strategic development of veterinary nursing services and wider organisational change initiatives that improve animal welfare outcomes and operational effectiveness.
- Develop and participate nurse led clinics and service improvement initiatives.
- Maintain professional competence by undertaking CPD and participating in the nursing rota as required.

### **Cross-Organisational Collaboration and External Representation**

- Work collaboratively with internal teams, including Customer Services, Rehoming and Wildlife, to support integrated service delivery and positive outcomes for animals, clients and stakeholders.
- Build effective relationships across the USPCA and contribute to service development, organisational priorities and cross-functional problem-solving.
- Represent the veterinary practice and the USPCA professionally at relevant meetings, events and external engagements, promoting the organisation's reputation and values.

### **Systems & Continuous Improvement**

- Develop and implement procedures and service improvements.
- Support digital systems and practice management tools.
- Contribute to innovation and continuous improvement initiatives.

### **Governance & General Responsibilities**

- Ensure compliance with veterinary regulations, health and safety, and data protection legislation.
- Maintain accurate records and ensure audit readiness.
- Uphold USPCA policies, procedures, and values.
- Promote and uphold the USPCA's mission policies, procedures, and values.

- Maintain professionalism, high standards of professional conduct confidentiality, and integrity at all times.
- Contribute flexibly to the needs of the organisation.
- Ensure the organisation is represented positively at all times.
- Take reasonable care for personal health and safety and that of colleagues, clients, volunteers and members of the public affected by the role.
- Deal with confidential and sensitive information appropriately and maintain professionalism in all internal and external interactions.
- Undertake additional duties, travel and attendance at events or meetings, including outside normal working hours, where reasonably required within the scope of the role.

## **Person Specification**

### **Essential**

#### **Qualifications**

- Current RCVS registration as a Registered Veterinary Nurse (RCVS).

#### **Experience**

- Significant post-registration experience in veterinary nursing (minimum 3 years).
- Experience in a leadership, senior nurse, or clinical practice management role.
- Experience of clinical governance, health and safety, infection prevention and control, and medicines management.
- Experience managing teams, rotas, and staff development.

#### **Knowledge & Skills**

- Strong knowledge of veterinary clinical practices and procedures.
- Strong leadership, interpersonal and team management skills including the ability to lead, motivate, and develop teams.
- Understanding of business operations and financial management.
- Excellent organisational and time management skills.
- Strong communication and interpersonal skills.
- Ability to prioritise effectively, to work with initiative and under pressure and make sound decisions.
- Evidence of continuing professional development relevant to veterinary nursing practice and leadership.
- Ability to work autonomously while collaborating effectively with senior colleagues and wider teams.
- Competent in administration, record-keeping and the use of relevant practice systems.

#### **Personal Qualities**

- Professional, credible and values-led in approach.
- Committed to high standards of animal welfare, service quality and professional conduct.

### **Desirable**

- Qualification in leadership, management, business or practice management.
- Experience in practice or service management.
- Experience in charity or animal welfare sector.
- Professional certification in practice management.
- Experience of supporting service improvement or organisational change.
- Financial awareness and experience of budget monitoring or reporting.

### **Other Requirements**

- Flexibility to work varied hours, including occasional evenings/weekends.
- Full UK driving licence with access to transport and willingness to travel.
- Commitment to continuous professional development and to the USPCA's mission and values.