

JOB DESCRIPTION

Job Title:	Veterinary Clinic Manager
Location:	Glasgow, Lanarkshire and Dumbarton
Reports To:	Head of Clinical Services and Veterinary Strategy
Contacts:	Head of Clinical Services & Veterinary Strategy (HoCS&VS), Veterinary Surgeons (VS), Patient Flow Co-Ordinator (PFC), Head Nurse (HN), Veterinary Administrator (VA), members of the Public, Animal Rescue & Rehoming Centres (ARRCs), Inspectorate, Animal Helpline, Fostering and Adoption Lead, Complaints, Regional Operational Managers, External Partners and Agencies

Purpose of the Role:

To have overall responsibility for all aspects of the veterinary clinic, through leadership of the veterinary clinic team to deliver efficient, professional and high-quality pragmatic veterinary services to SSPCA animals in accordance with SSPCA policies and procedures.

Key Responsibilities:

- To lead the veterinary clinic team, collaborating closely with the Veterinary Surgeons to guide and support the veterinary clinic team in delivering high-quality veterinary services aligned with the Scottish SPCA's scope and values. Ensure that rescue, rehabilitation, and rehoming efforts are effectively supported, with animal welfare at the core of all clinical activities.
- Take responsibility for all aspects of team management, including recruitment, selection, development, and performance reviews. Foster a strong, customer service-oriented culture within the clinic, with an emphasis on open communication and employee engagement. Provide regular feedback and encourage continuous professional development.
- Regularly review and assess the clinic's customer service delivery, working closely with the team to create and implement performance improvement plans. Ensure the clinic consistently provides professional, empathetic care to clients and patients, with a focus on service delivery that meets or exceeds expectations.
- Delivering of the veterinary clinic budget (both clinical and non-clinical) and other agreed veterinary performance measures by working with the vet clinic team.

Management of the veterinary clinic rota to ensure that resources are used appropriately and clinic facility usage is maximised.

- Effectively implement and embed an outpatient service delivery model, maximising opportunities for our animals to stay in foster environments, and minimise time spend within the ARRCs.
- Manage and sustain the relationship between the veterinary clinic and local external veterinary service delivery partners, ensuring that high standards of efficient, pragmatic veterinary care are delivered to Scottish SPCA animals. With the support of the Veterinary Surgeon team, ensure that clinical outcomes delivered by external partners are in line with Scottish SPCA expectations.
- Establish clear and effective two-way communication both within the veterinary clinic, and between the veterinary clinic and other internal stakeholders e.g. ARRCs and Inspectors, ensuring that all team members are well informed and have clarity of roles and responsibilities.
- Drive the successful implementation of clinic-wide projects, initiatives, and policy updates, ensuring that all changes are embedded within the clinic in line with required timelines.
- Responsible for compliance with risk assurance processes in the vet clinic including health and safety, security, daily banking and data protection. Support the Veterinary Surgeons in fulfilling their clinical governance responsibilities, including adherence to RCVS guidelines and radiation protection responsibilities.
- Collaborate with the regional operations team and complaints department to address any issues or complaints arising from veterinary care. Foster a culture of continuous improvement through feedback loops and proactive problem-solving.
- Ensure the proper upkeep and maintenance of the veterinary clinic's physical assets and facilities, maintaining a safe and efficient environment for both staff and patients.
- Regularly review the veterinary service's performance with other departments to ensure alignment with the broader goals of the Scottish SPCA.
- Support other Scottish SPCA departments with key activities that involve the veterinary clinic, including legacy or volunteer visits.
- Undertake any additional tasks as directed by your line manager and work cooperatively with other staff and external parties to ensure the clinic's operational needs are met.
- Act as a positive ambassador for the Scottish SPCA in all professional interactions, supporting public events, media engagements, and fundraising initiatives as required.
- To comply with all relevant Scottish SPCA policies and procedures.

Person Specification:

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Good standard of education with excellent literacy and numeracy skills 	<ul style="list-style-type: none"> • Management / Leadership Qualification
Experience & Job Knowledge	<ul style="list-style-type: none"> • Experience of leading and managing individuals • Track record of delivering budgets • Experience of delivering high standards of customer service • Previous responsibility for risk assurance processes 	<ul style="list-style-type: none"> • Previous veterinary practice manager or practice director experience. • Previous experience of leading multi-disciplinary teams
Job Related Skills / Competencies	<ul style="list-style-type: none"> • Leadership and communication skills, with the ability to build trusted relationships and influence others. • Ability to embed a customer service culture throughout a team. • IT literate and comfortable using a variety of systems / databases including the M365 suite. • Ability to optimise efficiency and productivity through process analysis. • Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment • Ability to motivate teams, enhance morale and maintain a positive working environment 	<ul style="list-style-type: none"> • Knowledge and understanding of the not-for-profit sector. • Experience managing partnerships with external suppliers.
Personal attributes	<ul style="list-style-type: none"> • Passionate about helping animals and people and has a genuine interest in improving animal welfare. An advocate for our charitable purpose. • Commercially astute leader who understands the realities of delivering a veterinary service in a charitable environment. 	<ul style="list-style-type: none"> • Financial acumen with business planning and project management skills.

	<ul style="list-style-type: none"> • Embraces a culture of open 360 feedback. • Ability to engage at all levels, to formulate a compelling narrative and to influence outcomes. • Strong leadership and able to build meaningful relationships to deliver tangible results. 	
Additional relevant criteria	<ul style="list-style-type: none"> • Membership of Disclosure Scotland PVG Scheme • Full UK driving licence • Flexible, with willingness to travel and work occasional evenings, weekends and public holidays as per business requirements. 	

June 2025