

Job Title:	Pet Hospital Client Services Manager	Directorate / Department:	Veterinary Services
Reports To Manager:	Senior Veterinary Surgeon (SVS)	Job Family:	Veterinary Support
Date:	July 2016	Band:	4

Purpose: To support the Senior Veterinary Surgeon (SVS) through leadership of the reception team and management of the Pet Hospital (PH) administration, to deliver efficient, professional and caring Pet services to the local community in accordance with PDSA policies and procedures.

Responsibilities	Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> Lead the reception team to deliver all Pet services within the Pet Hospital (PH), in line with the scope and quality required by PDSA and ensuring a customer service culture. Responsible for all aspects of reception team management and waiting room management; including recruitment, selection and development of staff and volunteers Lead client services within the PH, including client queries, client complaints and eligibility queries ensuring effective and timely stakeholder management and resolution Supporting the SVS, regularly review all customer service within the PH, create and implement performance improvement plans in conjunction with SVS and Head Nurse (HN). Ensure the reception team deliver a professional, empathetic and caring service that meets the PDSA client care standards. Responsible for engaging clients with customer service monitoring, ensuring reception team resource meets client demand and encouraging income generation at reception Support Pet Wellbeing services in the PH through client education & promotion of preventive services at reception and within the waiting room Create clear and effective two way communication within the reception team ensuring all members are kept up to date and are involved with PDSA activity and performance. Support SVS with PH wide communication both internally and externally Support the SVS to deliver the PH budget, flexed to workload parameters, & other agreed veterinary performance measures by monitoring costs & income as required. Where applicable, responsible for stock management within the hospital Support SVS to ensure compliance with risk assurance processes in the PH, particularly those related to reception and waiting room area including; health and safety; security; clinical governance, Royal College of Veterinary Surgeons (RCVS) guidelines, data protection and eligibility. Responsible for all areas that predominantly effect clients including income processing; data protection compliance, implementation of eligibility rules, reception and waiting room health and safety and routine health and safety checks Support SVS and HN with compliance with training and development, including maintaining staff training records and co-ordination of mandatory training Responsible for maintaining the PH in a safe and hygienic condition, effective monitoring procedures. Where applicable, also responsible for ensuring that all PH equipment is safe and fully operational to deliver all Pet Services. Support SVS with maintenance of the PH physical assets and property. Proactively develop and sustain community relationships that benefit PDSA including private veterinary practices, Pet practices, out of hours providers and other charities. Act as key contact for these relationships Organise and manage key activities, with support from HN and SVS, from other departments, including legacy visits and volunteer visits Provide administrative support to SVS and HN; including correspondence; ordering, building, equipment and security maintenance, personnel administration and contractor and visitor management Compliance with all PDSA policies and procedures 	<ul style="list-style-type: none"> Team leadership & development (including effective PDRs & My Time) Customer Service culture within PH & customer service measures met Client services issues managed promptly and effectively Income generation targets met including preventive sales & contributions Projects & initiatives are implemented effectively & within required timescales Risk assurances metrics are met and audits followed up Effective communication is evident in the reception team PH administration is completed accurately & within required timescales <p>Strong relationships forged with community & PDSA departments</p>	<ul style="list-style-type: none"> Head and Heart Better together Passion with purpose Leading effectively Planning and organising Acting commercially
	Dimensions <ul style="list-style-type: none"> Direct Reports: circa 10 Indirect Reports:N/A Budget: N/A Internal Contacts: local PH team, Veterinary Directorate, Sunderland Administration Centre, Property Service team, colleagues in other PDSA Departments External Contacts: Clients and their representatives, Private Veterinary Practices, local community 	Role-specific knowledge & skills <p>Essential</p> <ul style="list-style-type: none"> Experience of leading individuals Experience of delivering high standards of customer service through self and others Ability to communicate with individuals and teams effectively Previous experience of office administration and facility management Computer literate - MS office <p>Desirable</p> <ul style="list-style-type: none"> Cash handling and income processing experience Experience of leading teams
Approved By:	Date:	