

<b>Job Title:</b>	Senior Veterinary Surgeon (SVS)	<b>Division/Dept:</b>	Veterinary Services
<b>Reports To Manager:</b>	Area Veterinary Manager (AVM)	<b>Job Family:</b>	Veterinary Surgeons
<b>Date:</b>	November 2013	<b>Band:</b>	6

**Purpose:** To have overall responsibility for all aspects of the Pet Hospital (PH), through leadership of the PH team, 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"> <li>Lead the PH team to deliver all Pet services in line with the scope and quality required by PDSA and ensuring a customer service culture. Responsible for all aspects of team and volunteer management; including recruitment, selection and development</li> <li>Regular review of customer service within the PH, creating performance improvement plans and ensuring the PH culture delivers professional and caring Pet Services. Responsible for ensuring appropriate staff resources are available to deliver Pet Services effectively, efficiently and meet client demand</li> <li>Delivery of the PH budget (both clinical &amp; non clinical), flexed to workload parameters, and other agreed veterinary performance measures by working with the PH team</li> <li>Effectively implement and embed Pet Wellbeing services in the PH and create a culture of prevention through education &amp; preventive services</li> <li>Create clear and effective two way communication in the PH, ensuring all team members are kept up to date and are involved with PDSA activity and performance</li> <li>Effectively implement and embed projects, initiatives and policy developments at the PH within the required timescales</li> <li>Responsible for compliance with risk assurance processes in the PH including; health and safety; security; clinical governance, Royal College of Veterinary Surgeons (RCVS) guidelines, data protection and eligibility. Act as Radiation Protection Supervisor in the PH. Responsible for all income processing activity at the PH, with support from the Client Services Manager (CSM)</li> <li>With support from the CSM and Head Nurse (HN), ensure maintenance of the Pet Hospital physical assets and property. Determine medium and long term priorities for physical assets and property in conjunction with other stakeholders</li> <li>Proactively develop and sustain community relationships that benefit PDSA including private veterinary practices, Pet practices, out of hours providers and other charities</li> <li>Responsible for volunteer strategy within the PH in line with PDSA veterinary strategy and to support effective use of resources</li> <li>Support other PDSA departments with key activities that involve PHs, including legacy or volunteer visits</li> <li>Participate in clinical work on the Veterinary Surgeon (VS) rota at a frequency that is agreed for the Pet Hospital</li> <li>Compliance with all PDSA policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Team leadership &amp; development (inc. effective PDRs &amp; My Time)</li> <li>Customer Service culture within PH and customer service measures met</li> <li>Deliver PH budget and KPIs, staffing metrics met</li> <li>Pet Wellbeing and preventive services implemented and performance measures met.</li> <li>Projects and initiatives are implemented effectively and within required timescales</li> <li>Risk assurances metrics are met and audits followed up</li> <li>Effective communication is evident in the PH</li> <li>PH and its assets are maintained and managed effectively.</li> <li>PH Volunteer numbers are achieved</li> <li>Strong community relationships forged</li> </ul>	<ul style="list-style-type: none"> <li>Head and Heart</li> <li>Better together</li> <li>Passion with purpose</li> <li>Effective Leadership</li> <li>Planning and organising</li> <li>Commercial awareness</li> </ul>
	<b>Dimensions</b>	<b>Role-specific knowledge &amp; skills</b>
	<ul style="list-style-type: none"> <li>Direct Reports – up to 10 (including HN, CSM, VS Team Leader &amp; VS)</li> <li>Indirect Reports – Nursing team &amp; Reception team</li> <li>Internal contacts – local PH team, Veterinary Directorate, support Directorates, SAC</li> <li>External contacts – Clients, Private Veterinary Practices, local community</li> </ul>	<ul style="list-style-type: none"> <li><b>Essential</b></li> <li>Experience of leading individuals</li> <li>Track record of delivering income and expenditure budgets</li> <li>Ability to communicate with individuals and teams effectively</li> <li>Experience of delivering high standards of clinical care and customer service</li> <li>Experience of managing projects successfully from planning to implementation</li> <li>MRCVS – RCVS registered</li> <li>Computer literate - MS office and databases</li> <li><b>Desirable</b></li> <li>Previous experience of leading teams</li> <li>Experience in a busy small companion animal practice</li> </ul>
<b>Approved By:</b>	<b>Date:</b>	

