



Practice Manager

Vetscape is seeking a passionate and experienced Practice Manager to join our growing team!

About the Role:

In this pivotal role, you will play a key role in the day-to-day operations of our veterinary practice. You will be responsible for overseeing staff management, operational efficiency, maintenance, and assist with marketing initiatives while ensuring compliance with all regulations. You will also contribute to projects aimed at expanding our practice and services.

Responsibilities:

Staff Management:

- Oversee staff scheduling and leave requests, ensuring minimal disruption to operations.
- Address staff concerns promptly and effectively, fostering a positive and productive work environment.
- Assist with recruitment by conducting interviews in collaboration with HR to determine cultural and skill fit.
- Develop and implement initiatives to promote a cohesive and motivated workforce, leveraging your strong emotional intelligence to build a team that thrives on collaboration.

Operational Management:

- Develop and manage day-to-day rosters for all departments.
- Continuously monitor and manage the daily workings of the business, including weekends and night clinic.
- Ensure optimal productivity and client service while considering staff well-being and interdepartmental collaboration.
- Adapt team structures based on workflow demands, including emergency situations.
- Develop and implement a robust operational plan to meet daily needs.
- Manage client complaints and implement strategies to improve client experience with a focus on empathy and effective communication.



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Maintenance Management:

- Design and implement a preventative and ad-hoc maintenance plan for facilities and equipment, including IT.
- Ensure compliance with all regulatory and legal requirements.
- Coordinate with maintenance, IT, and other service providers to maintain a safe and efficient working environment.
- Identify and recommend equipment upgrades based on requirements, subject to approval.

Marketing Management:

- Collaborate with marketing consultants to develop and execute marketing projects aligned with short- and long-term business goals.
- Oversee the development, optimization, and maintenance of the website and social media presence.

Project Management:

- Manage and implement projects related to business development

Qualifications:

- Proven experience in veterinary practice management or a similar healthcare setting.
- Strong leadership, communication, and interpersonal skills, with a demonstrated ability to build rapport and work effectively with all types of people.
- Excellent emotional intelligence and the ability to navigate complex situations with empathy and understanding.
- Excellent organizational and time management abilities.
- Proficient in practice management software and comfortable with technology.
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Understanding of veterinary regulations and best practices.

Benefits:

- Competitive salary.
- Opportunity to work in a supportive and passionate team environment.
- Be part of a growing and innovative practice.
- Staff discount on pet treatments and shop items
- Join Vetscape and make a difference in the lives of animals!
- Get out of the hustle and the bustle of the city, we have a lovely farm atmosphere!