



JOB DESCRIPTION

JOB TITLE: Practice Coordinator
REPORTING TO: Senior Clinical Directors
LOCATION: Various to include Holly House, Broom, Station House, Manchester, Oakwood, Congleton, Winsford and Head Office
DATE WRITTEN: June 2025

OVERVIEW:

Our aim within the practice is to treat our patients as though they were our own animals, and to treat our clients in the way we would wish to be dealt with ourselves.

This philosophy should be carried through at all levels, in terms of our demeanour, appearance, professionalism and communication (between vets, clients, external providers such as laboratories and staff). We all have a part to play in ensuring the smooth running of the various aspects of the practice.

All staff are expected to work to the highest of clinical standards. Support and training will be provided to ensure these standards of clinical excellence are attained.

Purpose of position

Supporting the Senior Clinical Director, in delivering support to the Willows group.

General Duties

- Work with Branch Leadership teams to ensure the productivity and future performance of their practices
- Supporting Branch Leaders with Resource planning for their practice to ensure that adequately trained and competent staffs are available when required and correct process is followed in requesting additional support.
- Become a “super-user” of the Practice Management System to ensure effective usage within the clinic, maintenance of a clean database and generation of appropriate reports.
- Oversee internal and external communications and marketing to promote the practice in line with Brand values, drive new business and support its strong local reputation.

- Undertake reviews, appraisals, mentoring etc of staff under their line management.
- Identify training needs within teams and use both internal and external resources to ensure that these are met.
- Improve engagement and communications within the practice by initiating and participating in regular team meetings.
- Manage the organisation of other monthly meetings, as applicable/instructed.
- Manage holiday allocations and associated record-keeping for the Vet, Nursing and Admin Team.
- Monitor and manage absence and absenteeism.
- To assist with the training of staff including overseeing new staff inductions, probation period reviews, informal 1:1s and formal appraisals.
- Liaise with the Head Office team for the distribution of information and communications to the practice team.
- Support Branch Leaders in recruitment, placement inductions and onboarding of new team members.
- Ensure that client complaints are handled according to procedure to resolve them as quickly and positively as possible within the group policy.
- Work flexibly to allow for involvement at other local practices if required for specific tasks/projects.
- Ensure familiarity and adherence to the RCVS Code of professional conduct.
- Work with the Directors to ensure health and safety compliance, including fire risk assessments, documentation and alarm and emergency light testing.
- Oversee teams are compliant with required routine maintenance ensuring practice premises are maintained in excellent condition. Highlighting and implementing solutions where repair and replacements are required.
- Any other task, consistent with the position of Practice Coordinator, as required by the Senior Clinical Director.
- Under Health & Safety at Work Act 1974, whilst at work, must take reasonable care for own health and safety and that of any other person who may be affected by your acts or omissions.
- Reflect on your own performance, strengths and weaknesses and develop yourself to maintain competence in all aspects of your role.

Person Specification

Criteria	Essential	Desirable
Relevant Qualifications <ul style="list-style-type: none"> • Business or Practice Management Qualification or • Management and Leadership Training • Ability to travel freely between locations 	 X X	 X
Relevant Experience, Skills and Knowledge <ul style="list-style-type: none"> • Previous experience of providing excellent customer service showing professionalism and empathy • Previous experience in a Veterinary or clinical environment. • Previous experience in establishing administrative systems • IT literate with an awareness, ability and willingness to adopt, support and utilise digital tools • Attention to detail and accuracy in work • Ability to work to tight deadlines / self-motivated with the ability to set and manage priorities • Prior management experience of coaching/mentoring, developing, motivating and maximising performance of individuals and teams • Understanding of RCVS regulations, HR and employment law and it's application in a professional environment. 	 X X X X X X	 X X
Communication and Interpersonal Skills <ul style="list-style-type: none"> • Strong communicator with the ability to deliver team messages, deal with customer issues and resolve problems fairly and consistently • Organised and methodical in work • Ability to keep calm in a busy environment • Resourceful in seeking guidance and problem solving – proactive in identifying business issues, recommending solutions and in implementing agreed recommendations 	 X X X X	

Hours of Work – full-time role working 37.5 hours per week.

Benefits in line with the VetPartners and Willows benefits policies.

This is a temporary role required to cover the maternity leave of the current job holder and it is expected to be required from September 2025 for up to a year.

Closing Date for Applications: **5 pm Sunday 13th July 2025**. Apply by sending a cover letter and CV to recruitment@willowsvetgroup.co.uk quoting job reference 29 which must be received by the closing date.