



JOB DESCRIPTION

Job Title: Animal Care Assistant
Reports To: Branch Manager via Practice Coordinator
Location: Charter Vets, 16 West Road, Congleton, Cheshire, CW12 4ER
Date Written: January 2026

Job 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 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.

Roles & Responsibilities:

To provide assistance to the veterinary surgeons and nurses in the care of our patients and general maintenance of the surgery premises. To support the delivery of a professional, effective and organised client reception when required.

Main Duties:

1. You will be required to provide care to our patients under the instruction of a Registered Veterinary Nurse or Veterinary Surgeon. With the appropriate training tasks may include:

- General Care
- Feeding
- Exercising
- Restraining patients
- Medicating patients topically / orally / and via the subcutaneous route
- Completing hospital sheets and writing up notes
- Ensure high levels of cleanliness and hygiene in all areas of the practice, at all times
- Assist Veterinary Nurses and Veterinary Surgeons
- Carry out reception duties, including taking payments
- Operate computer systems as directed, to access patient records, update records, generate invoices and day-to-day procedures
- Observe and monitor in-patients including temperature checks and heart rate
- Assist in the theatre and clean corridor

- Laboratory work
 - Supply products according to training and authorisation by a suitably qualified person (SQP)
 - Assist the veterinary nurses and veterinary surgeons with administrative duties such as replacing theatre and prep stock as requested
 - Preparation of theatre kits including cleaning and packaging, autoclaving drapes and swabs
2. Greet clients with a smile and engage in “small talk” to put clients at ease, respond effectively to client enquiries via the telephone or in person and relay accurate messages to other staff.
 3. Make client appointments, book ops, process enquiries, requests and messages. Create new client files, update and monitor existing files, keep computer records up-dated.
 4. With the help of senior members of the reception team, organise veterinary appointments and liaise with the vets to ensure the day runs as efficiently as possible.
 5. Take payments, processing and monitoring accounts. General clerical duties including ordering stationery, photocopying and sending faxes, dealing with the mail and reminders as required.

Additional notes:

- Dependent upon suitability and academic qualifications held, animal care assistants may be required to undertake the veterinary care assistance qualification (VCA).
- To undertake such duties as may, from time to time, be reasonably requested within the flexible definition of this post or as requested by the management team.

Person Specification:

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively.

CRITERIA	ESSENTIAL	DESIRABLE
Relevant Qualifications:		
5 GCSE passes at grade C/5 or higher which must include English Language, Maths and a Science subject	✓	
Relevant Experience, Skills and Knowledge:		
Previous animal handling experience	✓	
Previous experience in customer service role	✓	

Computer literate and prior experience of working with Microsoft Office packages, Outlook and the Internet	✓	
Prior experience of working in a veterinary practice		✓
Communication and Interpersonal Skills:		
Confident communicator, both on the telephone and face to face	✓	
Flexible team player	✓	
Driving licence and own vehicle insured for business use	✓	

Additional notes:

As the Willows group has many branches it might be necessary for you to support other practices and be considerate of their needs as well as the needs of your own branch. Occasionally due to unforeseen circumstances, staff may need to be seconded to facilitate cover at other surgeries, and your co-operation in supporting the logistics of this may be required.

At Charter Congleton you will be joining a team of:-

- 4 vets
- 6 nurses
- Practice Coordinator (who looks after all Charter branches)
- 4 reception/administrators

There are 3 consulting rooms and we operate to 15-minute consultation times.

This is a full-time role working an average of 39 per week across Monday to Saturday shifts on a rota working between 8:15 am to 7:00 pm and Saturdays 8:30 am to 1pm.

Full training will be provided to the successful candidate who will have experienced members of the team available to support them during induction.

Holiday entitlement is 30 days per year (including Bank Holidays) with the opportunity to buy or sell extra holidays pro-rata to part-time hours. Benefits also include a workplace pension scheme, uniform, colleague pet discounts, life insurance @ 1 x annual salary and enhanced maternity and paternity benefits. We also offer Healthshield benefits which cover the everyday health needs of our teams by providing cashback for dental, optical and physiotherapy costs, alongside offering wellness services such as a Virtual GP Surgery and Employee Assistance Programme (EAP). One day paid for volunteering per year. A CPD allowance is in place for Receptionists based on 1 day and £250 per year for full-time hours (pro-rated for part time hours).

To apply please forward a covering letter and CV to Julie-Ann Goryl at the email recruitment@willowsvetgroup.co.uk quoting job reference 104 by **5 pm on Sunday 25th January 2026**.