



## **JOB DESCRIPTION**

**JOB TITLE:** Registered Veterinary Nurse  
**REPORTING TO:** Practice Manager via Head Nurse  
**LOCATION:** Charter Vets, 16 West Road, Congleton, CW12 4ER  
**DATE WRITTEN:** February 2026

### **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**

Responsibility for creating and maintaining the highest standards of nursing care and professional performance.

To liaise with the Veterinary Surgeons to ensure maintenance of 'best' veterinary practice and effective running of the practice and continue the building of bonds in the community and with our clients.

### **General Duties**

- Ensure familiarity and adherence to the RCVS Code of professional conduct
- Ensure that your registration with the RCVS remains up to date
- Ensure that your duties are carried out to the highest standard, and support the Branch Manager with the smooth and efficient running of the practice

- Ensure that your areas of personal responsibility are carried out to the highest standard and with the commitment required to carry them out effectively.
- Assist the Veterinary Surgeons, in line with the code of professional conduct and schedule 3
- Support any nursing assistants and / or student veterinary nurses in all aspects of nursing care (a prior Clinical Coaching certificate would be advantageous, however if not held already a willingness to train would be required).
- Maintain a cleaning regime within the practice to ensure high standards are maintained throughout
- Ensure that all areas of your Veterinary Nursing role are completed correctly and efficiently following all guidelines
- Performance of reception duties when required and dealing with clients when admitting and discharging patients
- Carry out Nurse clinics and Nurse appointments
- Advise clients on general pet healthcare
- Assist in the maintenance of good stock control in all areas of the practice
- Ensure that documentation and patient records are maintained and medications are correctly supplied to patients
- Complete the equivalent of 15 hours continuing professional development (CPD) each year, on topics discussed and agreed with your Branch Manager. CPD must be recorded in line with RCVS requirements and a copy kept at the practice for regular audit.
- Reflect on your own performance, strengths and weaknesses and develop yourself to maintain competence in all aspects of your role.

### **Principals of Practice:**

You must seek to ensure the health and welfare of animals committed to your care and fulfil your professional responsibilities, by maintaining five principles of practice:

1. Professional competence
2. Honesty and integrity
3. Independence and impartiality
4. Client confidentiality and trust
5. Professional accountability

### **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 un-foreseen 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 this is a particular requirement between the Charter practices based in Congleton, Newcastle-under-Lyme and Biddulph.

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 40 hours 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.

Holiday entitlement is 30 days per year (including Bank Holidays) with the opportunity to buy extra holidays up to 10 days per year or sell 2 days back. Benefits also include a workplace pension scheme, uniform, enhanced family friendly policies, life insurance at 1 x annual salary and colleague pet discounts. 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). An opportunity to take one day paid per year to volunteer for another charitable cause. Generous CPD allowance is in place (three days, £600 per year) and encouraged and RCVS fees are re-imbursed.

**To apply please forward your CV and covering letter to [recruitment@willowsvetgroup.co.uk](mailto:recruitment@willowsvetgroup.co.uk) quoting job reference 123. Closing date for applications is 5 pm on Sunday 29<sup>th</sup> March 2026.**



## **JOB DESCRIPTION**

**JOB TITLE:** Head Registered Veterinary Nurse  
**REPORTING TO:** Clinical Director via the Practice Manager  
**LOCATION:** Congleton Surgery, 16 West Street, Congleton, Cheshire, CW12 4ER  
**DATE WRITTEN:** February 2026

### **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**

Responsibility for creating and maintaining the highest standards of nursing care and professional performance.

Work as part of the practice leadership team (Clinical Director and Practice Manager) to ensure smooth running of the practice.

To liaise with the Veterinary Surgeons to ensure maintenance of 'best' veterinary practice and effective running of the practice.

### **General Duties**

- Ensure familiarity and adherence to the RCVS Code of professional conduct.
- Ensure that your registration with the RCVS remains up to date.
- Ensure that your duties are carried out to the highest standard and support the practice leadership team with the smooth and efficient running of the practice.
- Ensure that your areas of personal responsibility are carried out to the highest standard and with the commitment required to carry them out effectively.
- Assist the Veterinary Surgeons, in line with the code of professional conduct and schedule 3
- Support any nursing assistants and / or student veterinary nurses in all aspects of nursing care including acting as a Clinical Coach where required.
- Maintain a cleaning regime within the practice to ensure high standards are maintained throughout.
- Ensure that all areas of your Veterinary Nursing role are completed correctly and efficiently following all guidelines.
- Conduct nurse clinics and ensure the nursing team can provide a wide range of services within these clinics.
- Work alongside the Clinical Director to ensure clinical standards are maintained and reviewed appropriately, this could include conducting clinical audits.
- Assist in the maintenance of good stock control in all areas of the practice.
- Ensure that patient documentation and records are maintained and medications are correctly supplied to patients.
- Line management of the nursing team to include regular 1:1 meetings, 6 month reviews, PDRs and absence management.
- Support the development and progression of the nursing team.
- Manage the nursing and front of house team's monthly and weekend rotas to ensure sufficient cover is always available.
- Management of annual leave for the nursing team
- Oversee the production and maintenance of both clinical and non-clinical SOPs within the practice.
- Ensure health and safety requirements are being met and that all equipment is regularly serviced and maintained.

- Involvement in practice development and finances as part of the practice leadership team.
- Complete the equivalent of 15 hours continuing professional development (CPD) each year, on topics discussed and agreed with your line manager. CPD must be recorded in line with RCVS requirements and a copy kept at the practice for regular audit.
- Reflect on your own performance, strengths and weaknesses and develop yourself to maintain competence in all aspects of your role.

### **Principals of Practice:**

You must seek to ensure the health and welfare of animals committed to your care and fulfil your professional responsibilities, by maintaining five principles of practice:

1. Professional competence
2. Honesty and integrity
3. Independence and impartiality
4. Client confidentiality and trust
5. Professional accountability

### **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 un-foreseen 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. This will particularly apply to the other Charter Vet branches where you may be asked to provide cover.

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.

Hours of work are based on an average of 35 hours per week across Monday to Saturday shifts on a rota working between 8:15 am to 7:00 pm and contributing to a Saturday rota 8:30 am to 1pm (usually on a 1:10 basis).

This is a temporary role that is expected to be required for a year from commencement.

Holiday entitlement is 30 days per year (including Bank Holidays) with the opportunity to buy extra holidays up to 10 days per year or sell 2 days back. Benefits also include a workplace pension scheme, uniform, enhanced family friendly policies, life insurance at 1 x annual salary and colleague pet discounts. 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). An opportunity to take one day

paid per year to volunteer for another charitable cause. Generous CPD allowance is in place (three days, £600 per year) and encouraged and RCVS fees are re-imbursed.

To apply please forward your CV and covering letter to [recruitment@willowsvetgroup.co.uk](mailto:recruitment@willowsvetgroup.co.uk) quoting job reference 115 by the closing date of **5 pm on Sunday 29<sup>th</sup> March 2026**.