

Milbourn Equine Vets Ltd

Branch Manager

Job Description

Job Title: Branch Manager

Reporting to: Group Practice Manager and Clinical Directors

Location of Job: To be agreed

There may be occasions when duties at our other branch surgeries will be required.

Hours of Work: To be agreed

Responsible for: All the office team members and clinicians (non-clinical work) at Milbourn Equine Vets Ltd

1. Job Description

The Branch Manager shall be responsible for the efficient and effective safe management of the branch and ensure the well-being of patients, clients and team members and the successful smooth running of the Practice.

2. Human Resource Management

- Assist with the selection, recruitment and advertising for team members
- Induct new team members, veterinary students and work experience students
- Recruit and maintain an efficient and cost effective level of team members
- Instigate and arrange a team members training programme
- Assist the Group Practice Manager with implementing an effective personal development system and any resulting training or disciplinary procedures
- Maintain adequate relief team members to cover holidays and absence
- Communicate agreed Practice Policy to team members and introduce systems to support such policies in conjunction with the Group Practice Manager
- Ensure that all team members are aware of the importance of protecting any confidential information about patients, clients or colleagues
- Organise and participate in team meetings
- Encourage team members working and development
- Ensure that the branch is complying with Health & Safety legislation

3. Clients

- Deal in the first instance with client complaints and then refer to the Group Practice Manager or Clinical Directors if further support needed
- Ensure that appropriate information is available to clients and notices kept up to date
- Support team members in any difficult contact with clients
- To comply and assist with all requirements relating to GDPR compliance
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4. Clinical Governance and Performance/Quality Management

- Encourage personal development of all team members
- Prepare branch for any external inspection visits
- Significant event analysis/critical incident appraisal

5. General Management

- Ensure compliance with all statutory and legal regulations
- Ensure practice insurance policies, data protection, public and third party liability, employers' liability, premises and equipment insurance policies are current
- Ensure practice vehicles (e.g. Ambulance) are maintained to a legal and road worthy condition and kept up to date with tax, MOT and vehicle servicing
- To assist in the management and maintenance of the RCVS Practice Standards Scheme
- Ensure security of personnel and property
- Be responsible for supplies, both medical and administrative
- Manage buildings, extensions, repairs, decorations, fixtures and fittings, gardening and maintenance of exterior in conjunction with other managerial team members within the group
- Maintain high standards of hygiene and tidiness throughout branch
- Deal with correspondence/e-mails etc.
- Ensure branch up to date with all new developments
- Update library
- General office administration and reception cover if necessary

6. Finance

- Manage and supervise branch petty cash, till reconciliation, bank reconciliation, income and expenditure plans
- Submit accurate team member hours, mileage and OOH payments to the payroll department

7. Information Technology

- Arrange systems management of the computer, all aspects of training, development, applications and integration.
- Ensure antivirus software and system updates are up to date and run regularly
- Train and supervise
- Supervise the diary, searches, data recording and upgrade of system as necessary. Knowledge of Windows, Excel, PowerPoint, Internet, Email and systems administration

8. E Commerce and Marketing

- Assist with writing copy for social marketing and promoting Milbourn Equine Ltd- through You Tube, Facebook, Twitter, Blog posts, online press releases, announcements etc.
- Set up online initiatives and launches to keep driving awareness of Milbourn Equine Ltd and to attract new customers.
- Attending and/or promoting the group at events such as horse shows, schools etc.

9. Entertaining and Social

- Arrange any social functions that may be held to mark a special branch occasion
- Organise any public relations exercises with outside agencies or visitors to the branch

10. Confidential Matters

- Deal personally with any confidential matter about the branch or the Clinical Directors and reports to any official or professional body

11. Miscellaneous

- Perform any duty specifically designated by the Clinical Directors as being properly the responsibility of the Branch Manager

The job description may be updated from time to time to reflect the on-going changes in office practice

**Person Specification
Branch Manager**

	Essential Requirement	Desirable Requirement
Qualifications	Management qualifications or membership of professional body Demonstration of on-going professional development	Education to degree level or equivalent
Experience	A minimum of five years leadership and management experience in a medium sized organisation	Experience of working in a veterinary organisation delivering outstanding care to service users
Knowledge and Skills	Good all round leadership and management skills particularly in relation to human resources, performance management and training. Experience of E-Commerce & Social Network Marketing. Ability to manage change and communicate with the management team, team and clients	
Personal Qualities	Calm & unflappable Highly organised and able to prioritise workloads Dependable and flexible Good verbal and written communication skills Team player and able to use own initiative. Willingness to implement change	
Motivation and Expectations	Highly motivated and able to empower others High expectation of self and others Able to work for the benefit of the team and able to use own initiative	