



Bishopton Veterinary Group:

Operations Manager

The Business:

We are an independently owned veterinary practice serving farm and pet owners across North Yorkshire. We are well-established, having recently celebrated our 75th year of business.

The practice has grown significantly over the last 10 years built upon our superb reputation and core values of **Clinical excellence, Adaptability, Respect and Education.**

We now employ over 100 personnel across multiple sites who are engaged in activities ranging from clinical service delivery to client care and accounting.

The Role:

We are looking for an Operations Manager who will be able to deliver the following and more:

Match resource with demand to create maximum productivity and optimal service delivery to a range of clients from individual pet owners to large agricultural businesses.

Ensure routine appointment availability in practice and on farm alongside reserving capacity to deal with an unpredictable range of emergency scenarios

Ensure all business processes are compliant with regulatory and accreditation frameworks. Support preparation for associated inspection and re-accreditation.

Support the business owners and sub team leaders in the delivery of consistent HR process across the business.

Translate the agreed business strategy into process and delivery, owning change management processes which are then followed by cycles of audit and improvement

Record, analyse and report upon agreed client service, financial and productivity KPI's

The Person:

Understanding of governance and operating within regulatory frameworks

Experience and evidence of effectively managing teams

Evidence of effective change management

Awareness of Risk Assessment/Risk Management.

Management of budgets and an understanding of business and financial models

Excellent computer skills- IT Literacy-Excel, Word, PowerPoint,

Experience of audit and regulatory inspections.

Data collection and interpretation

Qualifications:

Degree and / or an appropriate professional qualification or equivalent

Appropriate equivalent managerial experience

The Reward:

Salary £25-40k dependent upon experience

31 days annual leave allowance including 8 recognised Bank Holidays

1 paid volunteering day per year at a choice of local charities

Further leadership training supported and encouraged

Aviva Private Health Care insurance

The 'People's Pension' pension scheme

Annual bonus scheme subject to eligibility

Social/Team events throughout the year (including Summer BBQ and Christmas Party)

Wellbeing initiatives, including access to an Employee Assistance Programme

Fruit on a Monday and Cake on a Friday!

Cycle to Work scheme

Staff pet discount scheme

**Please apply with a CV and covering letter to: careers@bishoptonvets.co.uk
by Friday 3rd April 2020.**