



Vacancy - Referrals Manager

Based at the B&W Equine Hospital, Breadstone, Gloucestershire

We are looking to recruit a Referrals Manager for our busy Equine Hospital in Breadstone, Gloucestershire.

This is a full-time position (40 hours/5 days per week) for a 6 - 12 month fixed term contract to cover maternity leave.

The successful applicant will be able to lead and motivate staff in delivering customer service to a high standard in a highly-pressurised environment. For the full job description, go to www.careerswithcv.com or the link provided, but the role will include:

- Overseeing the day to day running of the Hospital together with the Hospital Clinical Director to provide gold standard service to our clients and veterinary team.
- Direct line management of a team of 7 veterinary receptionists (including rota planning, performance appraisal and development and sickness and absence management).
- Managing the hospital diary to ensure adequate resourcing and availability of all services at all times, while being reactive to emergency cases as they arise.
- Be a working member of the team, able to work a shift pattern covering the opening hours of 8.30am to 5.30pm Monday to Friday.
- Role model and promote a professional, positive and friendly image to clients, internal and external vets and visitors, either in person, on the telephone, or in writing.
- Hospital debt management and till reconciliation.
- Ensuring that the Hospital Health and Safety and Fire procedures are kept up to date and adhered to by all staff.
- Working closely with the Hospital Clinical Director in other management tasks such as budgeting and financial planning, HR and employment legislation, KPIs and so on.
- Working with other members of the practice management team across all sites.

Essential Skills required:

- Computer skills including Microsoft, Excel and Power Point
- Sound equine knowledge
- Proven experience of people management
- Able to problem solve and adapt quickly to change
- Promote and role model excellent client focused service at all times
- Excellent communication skills

Previous knowledge of the veterinary industry is preferred but not essential as full training will be provided.

Salary is dependent on skills and experience. To apply, go to www.careerswithcv.com or click in the link provided in the post.

