

CLINICAL DIRECTOR JOB DESCRIPTION

About Us

We like to do things differently. As one of the UK's leading independent veterinary practices we charted our own course, becoming Employee Owned and being the first vets in Europe to become a certified B corporation. We are proud of our 125 year legacy that brings stability, experience and values that have stood the test of time. Pennard people are in animal care by choice, believe in our values and have a real stake in every client relationship. Our way aims to impact positively on our clients, the team, the community and the environment.

At Pennard Vets we combine intuition and innovation to deliver progressive pet care, where the care we offer is proactive, personalised and powered by innovation. This is how we are **Beyond the Ordinary**.

We are a team of passionate individuals who share the same values of

- **Unity** - Work collectively with purpose at all times – we recognise the merit of individual whilst working together with trust and consensus.
- **Client Focus** - Always act respectfully and collaboratively in consideration of ourselves, our team, our clients and our patients.
- **Compassion** - Have humility, listen to understand and give genuine support and care to all.
- **Continuous Improvement** - Constantly learning, growing, innovating and adaptable to change.
- **Clarity** - Committed to being open, truthful and honest always- even when there are easier options.

About the role

The *Clinical Director* will play a pivotal role in shaping the strategic direction, growth, and operational excellence of Pennard Vets. This position is responsible for ensuring the delivery of exceptional veterinary services while driving financial performance and operational efficiency. The ideal candidate will bring a strong background in business management combined with a passion for animal welfare and veterinary healthcare.

Role Summary

The *Clinical Director* will be responsible for overseeing the core clinical veterinary business, including patient care, staff management, and clinical governance. This role demands a combination of clinical expertise, leadership qualities, and management skills to ensure the smooth operation of the practice and the maintenance of professional standards. The successful candidate will have a strong clinical background, demonstrated leadership experience, and a passion for veterinary medicine.

Key Responsibilities

- **Operational Oversight:** Monitor group operations to ensure the delivery of exceptional veterinary care and services while maintaining operational efficiency.
- **Clinical Protocols Development:** Develop and implement clinical protocols and standards that align with the latest advancements in veterinary medicine, in collaboration with clinical principals.
- **Leadership and Team Development:** Lead, motivate, and develop a diverse team of veterinarians, nurses, and support staff, fostering a culture of excellence, teamwork, and continuous improvement.
- **Strategic Planning:** Develop and implement strategic business plans in collaboration with the management team to achieve long-term growth, business development, client satisfaction, and profitability targets.
- **Compliance and Standards Adherence:** Ensure compliance with regulatory, ethical, and professional standards and adhere to industry best practices.

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- **Financial Management:** Manage financial performance, including budgeting, forecasting, debit management and financial reporting, to ensure the sustainability and growth of the practice.
- **Business Development:** Identify and pursue new business opportunities, including expansions and partnerships, to enhance the practice's market presence and service offerings.
- **Technology and Innovation:** Champion the integration of technology and innovation in service delivery and business operations, leveraging new tools to enhance efficiency and effectiveness.

Qualifications

- Veterinary Degree and current registration with the RCVS.
- Extensive clinical experience in veterinary medicine, with a track record of excellence in patient care.
- Proven leadership experience in a veterinary, healthcare, or related business environment.
- Strong business acumen with experience in strategic planning, financial management, and operations.

Personal Qualities

- **Leadership:** Ability to lead and motivate a team, fostering a positive and productive work environment.
- **Strategic Thinking:** Capable of developing and implementing long-term strategic plans to drive business growth and success.
- **Communication:** Excellent verbal and written communication skills to effectively interact with all levels of staff, clients, and external partners.
- **Problem-Solving:** Strong analytical abilities to troubleshoot and resolve issues swiftly and effectively.
- **Financial Acumen:** Understanding of financial management practices and the ability to oversee budgeting, forecasting, and financial reporting.
- **Adaptability:** Flexibility to handle the dynamic challenges of a growing business and evolving industry.
- **Empathy:** Commitment to animal welfare, demonstrating compassion and understanding towards animals and their owners.

Knowledge and Skills

- **Veterinary Industry Knowledge:** Familiarity with the veterinary including understanding of regulatory environments and best practices.
- **Business Management:** Proficiency in strategic planning, operations management, and business development to steer the company towards growth and profitability.
- **Financial Literacy:** Strong grasp of financial principles, including budgeting, forecasting, and financial reporting, to ensure sound financial decision-making.
- **Leadership Skills:** Ability to lead, motivate, and develop a team, fostering a culture of excellence and continuous improvement, leading change management where appropriate.
- **Client Relations:** Skills in building and maintaining strong relationships with clients and stakeholders, enhancing the business's reputation and client satisfaction.
- **Innovation:** Capability to integrate new technologies and innovative practices into the business operations to enhance service delivery and operational efficiency.

THIS IS A GUIDELINE OF DUTIES AND SHOULD NOT BE CONSIDERED AS CONCLUSIVE OF THE ROLE OR DUTIES.

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