

## PROJECT MANAGER

### 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 *Project Manager* will play a vital role in driving projects that contribute to the efficiency and effectiveness of the veterinary practice. This position requires a blend of technical project management skills, knowledge of veterinary practice operations, and the ability to lead and motivate teams.

### Role Summary

The *Project Manager* will be responsible for the overall coordination, implementation, execution, control, and completion of specific projects ensuring consistency with company strategy, commitments, and goals. This role involves managing project development from initiation to closure with the aim of delivering projects that meet project objectives and are completed on time and within budget.

### Key Responsibilities

- **Project Development and Management:** Design, plan, and oversee the implementation of innovative projects that align with the strategic objectives of the veterinary practice. Ensure projects are completed on time, within budget, and meet quality standards.
- **Leadership and Team Coordination:** Inspire and lead teams of inter-disciplinary veterinary professionals, fostering a collaborative and supportive environment. Guide the project teams, providing clear direction and support to ensure project success.
- **Stakeholder Engagement:** Work closely with the senior directors and other key stakeholders (including finance team) to align project goals with the practice's vision and values. Communicate effectively with all levels of the organization to ensure buy-in and clarity on project objectives.
- **Independent Initiative:** Operate independently with a strong sense of initiative, anticipating needs and making strategic decisions that benefit the practice and enhance project outcomes.
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- **Veterinary Expertise:** Utilise veterinary training and expertise to inform project decisions, ensuring that all projects adhere to industry standards and enhance the care provided to patients.
- **Innovation and Improvement:** Continuously seek opportunities to improve operational processes and introduce innovative solutions that enhance the effectiveness and efficiency of the veterinary practice.
- **Problem Solving:** Identify, analyse, and resolve project hurdles and conflicts that may arise during the project lifecycle, employing a proactive and constructive approach.
- **Change Management:** Lead change management efforts associated with project implementations, ensuring smooth transitions and minimal disruptions to ongoing operations.
- **Training and Development:** Develop and deliver training programs related to project initiatives to ensure all team members are equipped with the necessary skills and knowledge to contribute effectively.
- **Performance Measurement:** Establish and monitor performance metrics for projects to evaluate success and identify areas for improvement, ensuring that projects deliver desired outcomes.

## Qualifications

- Bachelor's degree in Business Administration, Project Management, Veterinary Science, or a related field.
- Proven project management experience, preferably in a veterinary or healthcare setting.

## Personal Qualities

- **Leadership Skills:** Ability to lead and motivate a diverse team, providing direction and support to achieve project goals.
- **Communication Skills:** Excellent verbal and written communication abilities to effectively interact with all project stakeholders and team members.
- **Organisational Skills:** Strong capability to organize tasks, manage time effectively, and keep projects on track.
- **Problem-Solving Skills:** Aptitude for identifying issues quickly and developing effective solutions to ensure project continuity and success.
- **Multitasking Skills:** Ability to handle multiple tasks and projects simultaneously without losing focus.
- **Adaptability:** Flexibility to adapt to changing circumstances and challenges within the project environment.
- **Attention to Detail:** Keen attention to detail to ensure accuracy and quality in project outcomes and documentation.
- **Stress Management:** Capacity to manage stress effectively, particularly when dealing with tight deadlines and complex project requirements.

## Knowledge and Skills

- **Medical Industry Understanding:** Familiarity with the operations and challenges specific to medical practices.
- **Project Management Principles:** Deep knowledge of project management methodologies, practices, and tools.
- **Regulatory Compliance:** Awareness of the regulatory standards and compliance requirements relevant to veterinary medicine.
- **Financial Management:** Understanding of budgeting, financial planning, and resource allocation within the context of projects.
- **Project Management Software Proficiency:** Skilled in using project management tools to plan, monitor, and report on projects.
- **Analytical Skills:** Ability to analyse data and project outcomes to guide decision-making and improvements.

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- **Leadership and Team Management:** Capable of leading teams, managing staff, and fostering a collaborative environment.
- **Communication and Interpersonal Skills:** Strong ability to communicate clearly and effectively with different stakeholders, including veterinary staff, management, and external parties.
- **Problem-Solving:** Competence in identifying problems and devising effective solutions quickly and efficiently.
- **Adaptability:** Flexibility to adapt strategies and approaches as projects evolve and circumstances change.
- **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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