



Operations - Veterinary

Job Title:	Vet Admin Assistant
Reporting to:	Vet Administration Team Leader
Dogs Trust Grade:	G
Location:	London office

Job Purpose

To provide administrative support to the Veterinary Team and assist on diverse projects.

Overview of the Department/Team

The Dogs Trust Veterinary Department is a friendly team of veterinary nurses, veterinary surgeons and administrative staff working in the London Office. The primary responsibility for this team is to provide case guidance and management options for dogs within our care across our network of rehoming centres and other veterinary related schemes such as Outreach, Shared Adoption Scheme (SAS), Veterinary Support Fund (VSF) and the Emergency Trust Fund (ETF). Case Referrals or approval for ongoing or further treatments are authorised by our team.

All other departments within Dogs Trust utilise the veterinary professional expertise within the Veterinary Department to help guide and inform their projects. The Department also provides individuals to represent Dogs Trust at external stakeholder meetings.

The SAS and VSF is managed by a team of Veterinary Nurses who liaise with owners and veterinary practices of dogs that have been rehomed by Dogs Trust with ongoing veterinary needs. The team oversees the veterinary facilities at our rehoming centres.

Key areas of accountability

To provide administrative support to the Veterinary team, including:

- Daily monitoring of various shared inboxes.
- Assist with the administration of the emergency fund.
- Assisting with ordering equipment, CPD courses specific for the veterinary teams in London office and rehoming centres.
- Assist with arrangement of meetings by all in the team, take and distribute the minutes.
- General administrative tasks over a variety of topics where necessary.
- Ensure salesforce and related IT programmes are maintained and kept up to date in response to emails and queries.
- Assist with gathering documentation and relevant information for the applications for the supported adoption schemes' weekly meetings.
- Obtaining information to help with general queries to assist and write draft responses.
- Updating formatting of documents.
- Monitor and assist with the maintenance of Vet Team related intranet pages.

To provide cover in our pharmacy, based in the London office:

<ul style="list-style-type: none"> • Contact veterinary practices to ensure that received prescriptions are complete. • Assist with stock control of medicines held in the office. • Maintain the working environment including restocking packaging materials and paperwork. • Supply prescription pads to veterinary practices. • Answer veterinary practice and owner enquiries regarding missing prescriptions • Assist with ordering medication. • Ensure prescription and other data are processed in accordance with data management procedures in line with GDPR.
<p>Other administrative duties:</p> <ul style="list-style-type: none"> • Maintain supplies of promotional material and update these as required. • Liaise with the Operations department to inform them of any updates for the Midweek Mailing. • Distribute SAS/ VSF supplies to rehoming centres as requested. • Assist with authorisation of invoices for dogs on the SAS/VSF. • Prepare documents for internal training courses to be delivered by the VNs. • Making calls in relation to pharmacy queries.
Any other reasonable duties

Person Specification
<i>Essential skills, qualifications, experience, and attributes</i>
Excellent administrative and interpersonal skills
Intermediate in Microsoft Office (Microsoft Word, excel and PowerPoint), including Teams and SharePoint.
Confident in using various software systems such as Salesforce, RX works and internal systems
Ability to work under pressure
Ensure close attention to GDPR
Ability to use own initiative
Ability to determine priorities, manage a heavy workload and change direction at short notice as required.
The ability to travel in the UK and Ireland as required and possibility of travel further afield (up to four times per annum);
The ability to undertake some duties out of normal office hours as and when required
An interest in, and commitment to, the work of Dogs Trust

Additional information:
Working hours are 9am to 5pm from the London head office. Due to the nature of the role, the post holder should be available to work from the head office 3-4 days per week.
Last Revised: April 2024

