



JOIN THE SHEPTON FARM TEAM

as a Customer Service and Data Reporting Administrator

Shepton Vets are looking for an experienced Customer Service and Data Reporting Administrator to assist with farm office administration.

Established in 1922, Shepton Vets stands as a cornerstone of veterinary care in the Somerset community. As a large, independent, mixed animal practice, we have a dedicated team of skilled veterinarians operating within two specialised departments – Pets and Farm. This division allows us to provide expert, tailored support, ensuring the highest standards are maintained. We take pride in being an independent, RCVS accredited practice. Our Farm team, we have 11 vets, 3 TB testers, 3 vet techs, and 6 support staff, all committed to providing comprehensive care to our clients. We extend our services to clients in Shepton Mallet, Wells, and the surrounding villages across Somerset and beyond. We are proud members of XLVets, a distinguished group of independent veterinary practices. This affiliation emphasizes our dedication to collaborative learning, shared expertise, and a commitment to providing the best possible care to our community. We offer a dynamic and supportive work environment, encouraging professional growth and development.

As an Customer Service and Data Reporting Administrator within the Shepton Vets Farm team, you will play a pivotal role in ensuring the smooth operation of various processes. Your responsibilities will encompass a diverse range of tasks, requiring excellent organisational skills, attention to detail, and a proactive approach. From managing student placements to assisting with vet administration and client care, you will be an integral part of our dedicated team taking ownership of current and new programmes that you will lead and develop.

Permanent, Full-time - 37.5 hrs per week

1 in 6 Saturdays working

Reporting to
Farm office manager

Ability to commute/relocate:

Shepton Mallet, BA4 5QH: reliably commute or plan to relocate before starting work (preferred)



Shepton Vets
Allyn Saxon Drive, Shepton Mallet
Somerset BA4 5QH
01749 343955
01749 342363
companion.animal@sheptonvets.com





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Responsibilities

- **Student Department Management:** Organise student rotas, facilitate placements, liaise with educational institutions, maintain health and safety documents, and manage administrative tasks related to student placements.
- **Vet Tech Team Assistance:** Support the Vet Tech team with client data management, ensuring accuracy, and providing necessary administrative assistance.
- **Medicine Records Processing:** Handle medicine records and administrations through the medicines hub, ensuring precise documentation.
- **Animal Health and Welfare Pathway:** Assist vets and clients in the administration of the animal and plant welfare pathway, ensuring regulatory compliance.
- **Daisy Bureau Support:** Aid the daisy bureau in managing client dairy herd data, utilising uniform and Interherd systems effectively.
- **Training Department Management:** Collaborate with vets to plan training courses, coordinate logistics, liaise with delegates, and assist in promotional activities alongside the marketing manager.
- **General Administrative Duties:** Handle farm office administrative tasks, including phone calls, client inquiries, appointment scheduling, and processing medicine orders.
- **Administrative Support:** Provide essential administrative support to vets, ensuring seamless workflow.

Required qualifications and experience

- Administrative experience
- Customer service experience
- Experience of using excel, manipulating data and reporting
- Full time Monday to Friday - 37.5 hours
- Including Weekends (1 in 6)
- Flexibility to take on ad-hoc duties
- Attention to detail
- Being able to meet deadlines
- Ability to keep calm under pressure

Desirable qualifications and experience

- A keen interest and knowledge of farming
- Experience using uniform and Interherd

Perks and benefits

- Company pension
- Employee discount
- On-site parking



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