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**Veterinary Manager**

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| **Job level** | **6** | **Reports to** | **Head of Wildlife Health Services (HWHS)** |
| **Directorate** | **Conservation Zoos** | **Function** | **Wildlife Health Services** |
| **Contract** | **Permanent** | **Location** | **Blended location, working across Whipsnade and London Zoo, with the ability to work from home** |

**Responsibility for resources**

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| **Direct line reports** | **Up to 4** | **Responsibility for other resources** | **Clinical standards and compliance in regards to high levels of animal welfare** |
| **Financial resources** | **Budget approval of £3k** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The purpose of this role is to lead ZSL’s team of Veterinary Officers and Resident Vets to deliver exceptional clinical care and welfare across our animal collections in our conservation zoos. Acting as deputy to the Head of Wildlife Health Services, this role provides strategic and operational leadership, ensuring the highest standards of veterinary practice, compliance, and collaboration across both ZSL sites. The role will be an influential leader, providing clinical support and veterinary advice across ZSL on various aspects of species recovery work, global field conservation programmes, academic teaching and capacity sharing.

**Key responsibilities**

**Leadership and management**

* Lead and manage the team of Veterinary Officers and Residents, providing day-to-day supervision, mentorship, and performance support.
* Deputise for the Head of Wildlife Health Services (HWHS) in their absence, including clinical and operational decision-making, budget oversight, and staff management.
* Support the wider Veterinary Services team, which may include the Senior Veterinary Nurse, Wildlife Pathologist, and other team members when required.
* Oversee the veterinary rota (alongside the HWHS) to ensure appropriate staffing levels across both sites.

**Clinical excellence**

* Oversee and contribute to the delivery of the clinical programme, ensuring the highest standards of veterinary care and animal welfare across ZSL’s collections.
* Drive continuous clinical improvement through peer review, audit, and reflection, embedding a culture of excellence and learning.
* Work closely with the Veterinary Nurse Manager to ensure compliance with all relevant legal and professional standards (VMD, BALAI, RPS, and others).

**Collaboration & Strategy**

* Collaborate closely with curatorial, animal management, and other teams across ZSL to support animal health and welfare and deliver on ZSL’s strategic objectives.
* Contribute to multidisciplinary discussions, projects, and management meetings to ensure a cohesive and informed approach to wildlife health.

**Research, Teaching & External Engagement**

* Lead, support, and publish clinical research in peer-reviewed journals and other media to enhance ZSL’s scientific reputation.
* Contribute to the training and mentoring of students, residents, and professionals (including tracking students, MSc, and ECZM ZHM residents) to build global capacity in wildlife health.
* Support and contribute to broader ZSL initiatives, such as disease risk analysis, species recovery, field projects, and externally funded programmes.

**Values and behaviours for people managers:**

* **Collaborative:** creates an engaging environment where people feel comfortable asking for help or support
* **Ethical:** creates a culture which ensures everyone is treated fairly with dignity and respect
* **Impactful:** delivers results on time and to the agreed standards
* **Inclusive:** makes decisions that promote transparency and inclusion
* **Innovative:** is forward thinking and able to see the broader picture when planning and organising work
* **Inspiring:** has self-awareness and seeks feedback to better understand own style, approach and impact on team/staff motivation

**Person Specification**

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| Experience |

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| Essential | * Membership in the RCVS * Proven experience in veterinary care of zoo and wild animals across a range of species. * Experience in practical training of veterinary techniques and teaching in an academic environment. * Experience using remote drug-delivery firearms and systems. * Previous experience managing, supervising, or developing staff and students |
| Desirable | * Specialist training and experience through residency training and/or certificates (CertAVP), and/or board certification or eligibility (ACZM or ECZM ZHM) is highly desirable. * Proven record of relevant scientific papers, reports, and presentations, with a desire to present at conferences and publish in peer-reviewed journals. |

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| Knowledge and skills |

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| Essential | * In depth knowledge of relevant legislation related to zoo licensing, animal health, health & safety, firearms, and veterinary medicines. * Working knowledge and skills of IT systems including MS office packages, ZIMS, etc. * Familiarity with managing competing priorities and delegate effectively * Clear, demonstrable commitment to and understanding of wildlife conservation and animal welfare |
| Desirable | * Able to demonstrate high accuracy and attention to detail with reference to written, verbal and other communications. * Official Veterinarian (OV) status, or the ability to become an OV. |

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| Additional requirements |

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| Essential | * This post requires occasional work during evenings and/or and weekends and outside working with direct exposure to weather and animals. * This position is part of a team clinical rota and is required to cover regular weekends on call (approximately one weekend per month) and work across both ZSL London and ZSL Whipsnade zoos regularly. * A full driving license is required for this role. * A firearms license is required for this role. * Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity * To comply with and promote Health and Safety policies and procedures |