



pet vet



#WPEP-2466317



THE PET VET, Ballinderreen, Kilcolgan, Co.

Galway, H91 X9YH



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



01/09/2026



27/10/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Administration and Veterinary Practice Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

This is an opportunity to gain practical training and work experience in a small, busy veterinary practice. The participant will be mentored by veterinary surgeon and will receive daily training across a range of administrative, customer service, retail and general practice duties.

The role will provide experience in dealing with clients and their pets, answering telephone calls, processing and organising orders, maintaining product displays, organising stock and assisting with the general cleanliness and organisation of the practice.

The participant may also assist with basic animal care and animal handling, including assisting with dogs and cats where appropriate and under supervision.

This small practice provides an opportunity to develop confidence, communication skills, responsibility, organisation and good workplace practices. A training programme will be developed to suit the participant's individual learning needs and will provide experience across a variety of tasks.

The participant will be mentored and coached daily in the following areas and gain practical experience :

- Answering and directing telephone calls
- Greeting and assisting clients
- Taking and preparing customer orders
- Checking, unpacking and organising products
- Organising stock and maintaining product areas
- Preparing and organising retail displays
- Assisting customers with the purchase of appropriate pet products
- General administration and data inputting
- Scanning, filing and organising documents
- Assisting with emails and general office tasks

- Cleaning and maintaining the practice
- Washing and cleaning items and equipment as required
- Assisting with basic animal care and handling under supervision
- Assisting with dogs in the practice, including basic washing and cleaning where required
- General organisation of the veterinary practice

Customer service will be an important part of the training, enabling the participant to develop confidence when communicating with clients both in person and by telephone.

This placement provides a training and work experience opportunity within a small animal veterinary practice. No previous veterinary or administrative experience is required.

The participant will work directly with the veterinary surgeon and will receive training, support and guidance throughout the placement. The role will provide practical experience in administration, customer service, retail, organisation, communication, animal care and general workplace skills.

Animal handling and animal care duties will only be undertaken where appropriate, under suitable supervision and in accordance with the practice's health and safety procedures.

Role Description

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

Formal Training

- Health and Safety training
- Practice systems and procedures
- Customer service
- Safe working practices within a veterinary environment
- Basic animal handling and welfare awareness

Informal / On-the-Job Training

- IT skills and Microsoft Office
- Data entry and basic database use
- Email and telephone communication
- Customer service and client communication
- Processing and organising customer orders
- Stock organisation and product management
- Retail displays and product presentation
- General veterinary practice administration
- Cleaning and maintaining the practice environment

- Basic animal care and handling
- Working independently and as part of a small workplace
- Communication and interpersonal skills
- Organisation and time management
- Developing confidence and responsibility

- **Sector:** professional, scientific and technical activities

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0