

Mark Gray

2 Peperham Road, Haslemere, GU27 1EA

07412 604031 · graysonsdesign@btinternet.com · me@markgray.bio

[linkedin.com/in/mark-gray-7739ba47](https://www.linkedin.com/in/mark-gray-7739ba47)

PROFESSIONAL PROFILE

Operations-focused finance and hospital leader with 15+ years at a specialist veterinary referral hospital. I combine day-to-day management of a finance team, full management accounts responsibility, and hands-on support across hospital operations — regularly deputising for the Hospital Director and stepping into operational, client, and IT decisions when required.

I invest time in every department to understand how work flows, where pressure points sit, and what the numbers mean in practice. That cross-functional view has helped me improve processes, coach teams, deliver major system change, and support the business as it scaled from ~35 staff and £2–3m turnover to 150+ people and £9–10m turnover.

Now targeting hospital / operations management roles where strong financial control, team leadership, and practical problem-solving under pressure are essential.

CORE STRENGTHS

- Hospital & operations management — deputising for Hospital Director; complaints, client escalation, and cross-department coordination
- Team leadership & coaching — finance team of five; training, performance support, and ad hoc cover across IT and operations
- Financial & commercial oversight — management accounts through to statutory stage, audit preparation, cashflow, credit control
- Process & systems improvement — practice management system (RoboVet), reporting suites, credit control, invoicing, and analysis tools
- Project delivery — e.g. replacement of practice management system, installed and rolled out over an Easter bank holiday weekend
- Stakeholder communication — vets, clients, insurers, auditors, and senior leadership
- Continuous development — CIMA (in progress), Python for data analysis, advanced Excel/VBA

EXPERIENCE

Finance Manager | January 2016 – Present

Fitzpatrick Referrals Ltd, Surrey (specialist veterinary referral hospital)

- Lead a team of five covering credit control, purchase & sales ledger, insurance claims, and client account escalations.
- Own management accounts end-to-end, including prepayments, accruals, VAT, cashflow, and monthly operational analysis (diary, revenue, imaging, purchases).
- Prepare accounts through to statutory stage and lead audit preparation and liaison each year.
- Support day-to-day running of the hospital; deputise for the Hospital Director and Operations Manager as required.
- Manage client complaints with a financial or service element; review recorded calls and resolve escalations with clinical and senior teams.
- Oversee IT expenditure, authorise projects, and handle ad hoc IT queries alongside the IT function.
- Deliver internal training on Excel, IT systems, and the practice management platform; coach team members to grow in role.
- Maintain and extend RoboVet (practice management system): diary setup, pricing, reporting, and feature changes to support clinical and commercial needs.
- Lead price reviews, stock take, and supplier analysis to protect margin and pricing accuracy across complex surgical bundles.
- Developed reporting and control systems still used across the business — credit control, sales/invoicing, financial analysis, and market-share monitoring.

Accounts Assistant → expanded remit | January 2010 – December 2015

Fitzpatrick Referrals Ltd, Surrey

- Joined during AAT studies; progressed from purchase ledger, reconciliations, and sales ledger to insurance claims and credit control.
- Built deep knowledge of hospital billing, insurer workflows, and client accounts during rapid business growth.
- Demonstrated adaptability and commercial understanding, leading to promotion to Finance Manager within six years.

SELECTED PROJECTS & PERSONAL VENTURES

Alongside my hospital role I build learning tools, write, and consult — evidence of continuous learning, communication, and structured problem-solving.

- Learning Forge — education product: planning, design, and build of a learning platform (case study: markgray.bio)
- Children's book series — author and illustrator; long-form creative project in progress
- Consulting — selective product and learning-design support for teams and founders
- Automation & analysis — Python and advanced Excel/VBA to improve reporting efficiency

EDUCATION & QUALIFICATIONS

- CIMA — Kaplan, distance learning (in progress)
- AAT Levels 2, 3 & 4 — Farnborough College (Level 4 partially completed)
- Xero Certified Advisor

TECHNICAL SKILLS

Management accounts · Team & project management · Business analysis · Audit preparation · Sage Accounts (15+ years) · Xero · Advanced Excel & VBA · Python · SQL / Access · RoboVet PMS

INTERESTS

Photography, cycling (Peloton), gardening, walking, and structured self-study via Udemy & Codecademy.