

ROLE PROFILE

Role Details

Job Title: Veterinary Nursing Assessment Officer	Pillar / Department: Veterinary Nursing
Responsible for: NA	Location: Head Office
Line Manager Job Title: Head of Industry Partnerships – Veterinary Nursing	Created: 11/04/2024 Last Updated:

Job Goal

To provide assessment support to the Veterinary Nursing Technical Manager(VNTM) and Veterinary Nursing Quality Manager(VNQM) to ensure that Lantra's veterinary qualification and EPA are of the highest standard and exceed industry and the RCVS expectations.

Role Responsibilities

Responsibility	Outcome and measures
Support the Veterinary Nursing Technical Manager and Veterinary Nursing Quality Manager in delivering a successful Veterinary Nursing qualification/EPA	
Maintaining OSCE station boxes	<ul style="list-style-type: none"> • Ensure all boxes are equipped as required for OSCE events • Check out equipment with courier • Check in equipment from courier • Top up equipment following OSCE
Administration of and maintenance of assessment documentation	<ul style="list-style-type: none"> • Prepare assessment paperwork for OSCEs and Professional Discussion • Maintain and version control OSCE folders • Facilitate the processing of results
Maintaining the OSCE equipment and stock	<ul style="list-style-type: none"> • Maintain equipment list and track usage • Replenish equipment/stock as required • Order equipment in line with Lantra values on sustainability
Support Veterinary Nursing Technical Manager (VNTM) with processing of OSCE allocations	<ul style="list-style-type: none"> • Work with the VNTM to ensure OSCE allocations processed
Support Veterinary Nursing Technical Manager (VNTM) with OSCE standardisation and training	<ul style="list-style-type: none"> • Co-ordinate training and standardisation meetings • Attend events to provide support to VNTM • Ensure feedback and post-event tasks completed
Format and proof-read assessment documents to ensure they comply with house	<ul style="list-style-type: none"> • Ensure all assessment documentation prepared accurately ahead of OSCEs

style, including managing external proof-reading company	<ul style="list-style-type: none"> • Ensure all EPA assessment documentation prepared accurately ahead of assessments
Provide support for the Veterinary Nursing Quality Manager on delivery of the EPA	<ul style="list-style-type: none"> • Support VNQM in maintaining EPA assessments • Coordinate EPA Professional Discussions • Support VNQM in processing EPA results.
Maintain examiner/assessor database and compliance with examiner/assessor requirements	<ul style="list-style-type: none"> • Maintain examiner/assessor records on internal database to ensure pool of examiners/assessors remains current and valid • Track CPD requirements to ensure compliance • Ensure adherence to contractual and GDPR requirements
Coordinate assessor/examiner bookings for OSCE and Professional Discussion, including travel and accommodation, where required.	<ul style="list-style-type: none"> • Ensure examiners/assessors are booked for the OSCE/PD assessments and provided with dates, times and locations • Liaise with VNPO to ensure examiner/assessor requirements are met • Work with the VNPO to ensure that the venue meets the contractual requirements for the assessment
Coordinate the annual Graduation ceremony for learners	<ul style="list-style-type: none"> • Liaise with VNPO regarding venue requirements • Arrange suitable speakers and Lantra representatives • Manage the allocation of places and pre-and post-event communications
Provide support for the VNPO on internal systems and maintenance of provider information	<ul style="list-style-type: none"> • Use internal systems to disseminate required information • Issuing results, where required
Provide support to the VNQM on centre audits and communications with EQAs	<ul style="list-style-type: none"> • Provide administrative support to VNQM for the annual and new centre audits • Communicate with EQA team to ensure they have all necessary information to deliver successful audits
Provide administration duties for the department as and when required	<ul style="list-style-type: none"> • Provide administration support to the team, as required.

Role Dimensions

Budget responsibility:	Number of Direct/Indirect Reports:

Person Specification

Knowledge / Skills Required

Essential	Desirable
<ul style="list-style-type: none"> • Experience in an administration role • Experience of providing co-ordination and administration for a team • Experience of working within a quality critical team • 	<ul style="list-style-type: none"> • Experience of engaging with external stakeholders • Event coordination • Veterinary Nursing OSCE Experience •

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Veterinary Nursing knowledge • Good organisational skills • Good interpersonal skills • Good customer service skills • Good Microsoft Office skills – especially Word and Excel • Attention to detail 	<ul style="list-style-type: none"> • Project management skills • Customer service skills • Relevant industry knowledge • Knowledge of QA systems and processes • Ability to produce content and update internal systems • Current knowledge of the Veterinary Nursing training system • Knowledge of the UK qualification sector

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Level 3 Veterinary Nursing, or equivalent

Behaviours

Essential	Desirable
Customer First	<ul style="list-style-type: none"> • Continually seeks improvements to customer service • Aims to solve customer problems quickly and in full • Rises to challenges to take ownership of customer issues
Commercially Driven	<ul style="list-style-type: none"> • Understands the business structure and their role in achieving business plan • Strives to get think commercially to achieve cost savings • Looks to streamlining process, costs and resources to focus on adding value
Collaborative	<ul style="list-style-type: none"> • Encourages effective communication across all levels • Shares knowledge and information • Asks questions and checks understanding
Camaraderie	<ul style="list-style-type: none"> • Shares knowledge and information with team members and colleagues across teams. • Recognises and responds when others require help and support • Is approachable and open to the ideas of the team
Leadership	<ul style="list-style-type: none"> • Acts as a role model of the corporate values and behaviours • Develops trust by delivering on promises and communicating all changes • Engages with others and makes suggestions or offers help when it is needed

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Personal Effectiveness	<ul style="list-style-type: none">• Take ownership of a task they have been allocated and follows through• Plans ahead and communicates these plans to those who need to know• Is more proactive than reactive in their approach• Is adaptable when the needs of their role or the organisation changes
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