

**Title of Position:**

Education Officer

Employing Authority:

Veterinary Council of Ireland, 53 Lansdowne Road, Ballsbridge, Dublin 4. VCI Website www.vci.ie

Location:

Veterinary Council of Ireland, 53 Lansdowne Road, Ballsbridge, Dublin 4

Reporting to:

Education & Professional Development Manager

About the Veterinary Council of Ireland

The Veterinary Council of Ireland is the statutory body responsible for the regulation and management of the practise of veterinary medicine and veterinary nursing, established under the Veterinary Practice Act 2005. The principal function of the Veterinary Council is to regulate the practise of veterinary medicine and veterinary nursing in the Republic of Ireland, in the interest of animal health and welfare and in the interest of veterinary public health.

The functions of the Veterinary Council include protection of the public through the supervision of veterinary education, the maintenance of the Register of veterinary practitioners and nurses, the registration of veterinary premises, and through disciplinary action in cases of professional misconduct.

The CEO/Registrar leads an energetic and committed executive team in delivering the strategy of the Veterinary Council through the day to day operations of the Council.

Purpose of Role

An opportunity arises for a committed and reliable member to join a strong team in the Veterinary Council executive as Education Officer. Reporting to the Education & Professional Development Manager, the Education & Professional Development Officer will be responsible a range of administrative tasks relating to accreditation, education and continuing veterinary education (CVE) for registered veterinary practitioners and veterinary nurses.

The Education & Professional Development Officer will be a point of contact for queries relating to Undergraduate Education Programme accreditation, providing a professional and courteous service and liaising with education programme providers in any scheduled accreditation assessment by the VCI.

This role will be responsible for responding to queries on CVE, accurately and efficiently assessing and processing CVE course approval applications, verifying annual compliance with CVE requirements, and assisting with auditing procedures in line with VCI CVE regulations.

The Education & Professional Development Officer will be the first point of contact for queries relating to CVE, providing a professional and courteous service to all stakeholders, including CVE course providers, using various communication types.

They will be responsible for general administration and maintenance of all related documentation and the production of data and statistical reports periodically as required.

The Education & Professional Development Officer will be the secretary to the Council's Veterinary Education and Training Committee, and the Veterinary Nursing Committee, preparing meeting papers, scheduling meetings, recording minutes, and carrying out directed actions for each meeting.

A can-do ability and professional customer service focus is required for this key role within the VCI executive team.

A commitment to a public interest organisation and an appreciation for collegiality and team spirit is welcomed.

Main Responsibilities and Duties

- Process applications for assessment of third country qualified applications, seeking eligibility to join the VCI Registers
- Prepare meeting papers for the Veterinary Education and Training Committee, and the Veterinary Nursing Committee, and prepare relevant follow-up documentation and correspondence following all relevant Committee and Council meetings.
- Assist the Education and Professional Development Manager in administrative procedures for the accreditation of veterinary nursing and veterinary medicine third-level education programmes, including the processing of programme annual reports.
- Carry out assigned tasks in relation to specialist registration applications, and registration of additional qualifications as required.
- Assess, proof and process all applications for CVE course approval, and prepare timely reports on courses for approval by the Council at all meetings.
- Assist administrative processes relating to the VCI research grant and all related tasks.
- Perform a full range of administrative functions associated with education, including preparation of general and sometimes complex correspondence.
- Provide administrative support as necessary related to financial transactions associated with CVE course approval applications.
- Perform assigned administrative duties associated with the annual compliance with CVE requirements and CVE waiver applications.
- Identify opportunities to improve and automate administrative processes and systems where possible.
- Provide regular and accurate data and statistics regarding CVE, programme accreditations, and caseload management.
- Liaise and collaborate with the Registration Officer when appropriate and required.
- Liaise with other regulatory bodies as required.

Communication:

- Provide clear and accurate written and verbal information and advice to CVE Course Providers, registrants, authorised third parties, the public, fellow colleagues, and related agencies.
- Ensure a timely and service-oriented approach is taken towards all information requests, applications, and enquiries received via all channels of contact.

Document Management:

- Ensure timely availability of all necessary documentation for relevant committee and Council meetings.
- Ensure both soft-copy and hard-copy documentation is recorded, filed and stored in line with procedures.

General Responsibilities:

- Complete all work relating to education in accordance with established processes, standards, timeframes and quality benchmarks, as reviewed and agreed from time to time.
- Ensure all work related to education is completed accurately and promptly and in a manner that is consistent with agreed policies, processes, procedures, registration standards and the requirements of the legislation.
- Possess a working knowledge of regulatory functions, relevant regulations, and the Veterinary Practice Act.
- Perform all duties with acute attention to detail.
- Perform all other reasonable duties as assigned.

Essential Criteria

- Demonstrated experience in providing strong customer service support across a range of administrative activities including but not limited to telephone communication, written correspondence, document and file management, and data entry.
- Demonstrated organisational and problem-solving skills, including the ability to effectively prioritise and manage multiple tasks and deadlines.
- Demonstrated attention to detail and the ability to enter data and information with a high degree of accuracy.
- Demonstrated experience of analysing diverse material against set criteria to articulate a reasoned response or decision.
- Demonstrated numerical and data reporting skills.
- An understanding of and a minimum of 3 years' experience within a complex administrative and service orientated environment with the ability to apply legislative, policy and procedure requirements. Regulatory experience an advantage.
- Demonstrated computer literacy with high proficiency in a range of applications including Microsoft Office Word. Especially high proficiency in Office Excel is essential, and confidence to adapt to and work with various in-house systems.
- Excellent verbal and written communication skills appropriate to a regulatory body.

Desirable Criteria

- Third level degree or qualification (Level 8 equivalent)
- Administration experience in a regulatory body and of education/course approval processes.
- An ability to achieve or surpass required results, showing a passion for customer experience in the delivery of services with a commitment to continuous improvement.
- Keeps the customer (internal and/or external) as the focal point of all activity; strives to address all customer needs and concerns.
- An ability to listen, interpret and accurately converse in a clear manner, providing timely delivery of information as appropriate.
- Ability to work collaboratively and effectively as part of a small team environment while maintaining their own initiative and ability to work to independently.

- Strong interpersonal skills with the ability to build and maintain productive working relationships.

Additional Information:

Salary Range

Dependant on qualifications and relevant experience; €32,000 - €36,000.

Terms and Conditions of Employment at the Veterinary Council of Ireland

- 20 days annual leave
- 37 hour week net of rest breaks (Monday – Friday. 9am – 5.15pm)
- Voluntary defined contribution pension scheme

CLOSING DATE OF RECRUITMENT CAMPAIGN:

- Applicants should submit, on or before 18th December 2024 by email to info@vci.ie :-
- a letter of application detailing how your qualifications and experience relate to the position;
- a CV

Equal Opportunities Policy

It is the VCI's intention that all existing and potential staff have equality of opportunity regardless of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the travelling community. Staff are encouraged, facilitated, and enabled to achieve their full potential and to work in an environment that is free from harassment and fully respects their dignity. The VCI positively promotes and rigorously observes the principles of equal opportunity and is committed to implementing policies to promote equal opportunities.

Other Information

The Veterinary Council is subject to Freedom of Information (FOI), Data Protection, Protected Disclosures, and the Code of Practice for the governance of non-commercial State Bodies.

Information available to the Council is considered confidential and must not be disclosed to anyone other than the Council, relevant committees, or other nominated individuals. The successful candidate will be required to sign a conflict of interest statement.

It is the objective of the VCI to carry out recruitment and selection in line with best practice guidelines and relevant employment legislation such as Employment Equality Acts 1998-2015, Data Protection Acts 1998-2003 and Freedom of Information 1997-2003. The VCI will aim at all times to carry out recruitment in a fair, impartial and transparent manner. Employees to the VCI will be appointed on merit. This means the best person for any given position will be recruited and selected through a transparent and competitive recruitment process. Recruitment and selection decisions will be made on the suitability of the candidates with regard to the qualifications, personal attributes and skills they possess to fulfil the duties and responsibilities of the post.

During the recruitment and selection process, the VCI will aim to ensure that the selection process does not provide unjustifiable advantage or disadvantage to any particular candidate or group of candidates and aim to provide genuine equality of opportunity to all. The principles of equity, fairness, transparency and accountability will apply to all VCI recruitment and selection processes. Interviews will accommodate candidates with special needs (e.g.: location will be accessible; wheelchair parking is available). Any assessments will allow for candidates with special needs (e.g.: accessible for those with learning difficulties/ impaired vision or hearing).