

**Title of Position:**

Registration Manager

**Employing Authority:**

Veterinary Council of Ireland, 53 Lansdowne Road, Ballsbridge, Dublin 4. VCI Website [www.vci.ie](http://www.vci.ie)

**Location:**

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

**Reporting to:**

Registrar/Chief Executive Officer

**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 leader to join a strong team in the Veterinary Council executive as Registration Manager. Reporting to the Registrar, Registration Manager will be responsible for the maintenance and access to the Registration of veterinary practitioners and veterinary nurses, to include annual registration renewal and reviewing applications for registration which have been prepared by the Registration Officer. The Registration Manager ensures compliance with the VCI's Registration process.

**Main Responsibilities and Duties****Leadership in Registration:**

- Serve as a member of the VCI Executive Management Team and provide strategic leadership and management to the VCI Executive team, the role holder will play a significant part in building a cohesive and inclusive organisational culture with a strong customer focus and be able to demonstrate improved outcomes and impact.
- Lead by example in all administrative duties associated with registration and the renewal of registration, delegating tasks as appropriate but taking a hands-on and supportive approach wherever necessary, seeking constantly to improve efficiency and quality of service, ensuring the delivery of a consistent and reliable service to users and to colleagues.
- Ensuring that the integrity of the Registers is maintained and working closely with all team members on registration and compliance-related matters;
- Documenting requirements relating to the development and enhancement of the VCI's IT platform and associated back-office systems and working with external service providers to meet these requirements and specifications to ensure timely and efficient delivery of required IT services and support;
- Oversee and lead the development of policies and procedures to increase the efficiency and effectiveness of the Registration Team;
- Identify any need for and contribute to the development of guidance publications where appropriate;
- Attend meetings of the Veterinary Council and provide information, statistics, advice and guidelines and strategic objective reports in line with ongoing activities.
- Produce monthly and quarterly management reports that accurately reflect the status of all areas of responsibility including the related risk registers and budgeting.
- Lead and deliver on any strategic projects relating to Registration as directed by the CEO.
- Work closely with the Education and Professional Development Manager to review qualifications from national and international registration applicants where required.
- Represent the organisation and engage positively with key stakeholders as required including colleagues, Registrants, Education Institutions, other regulators, and various third party and Government agencies at both a national and international level.
- Effectively manage the budget for the assigned area in collaboration with the Finance Manager.
- Review of registration applications which have been prepared by the registration officer. Provide feedback and any follow-up actions required in relation to applications. Assist with maintaining and updating the Registers.
- Leading and managing assigned staff and ensuring optimum staff performance and motivation is achieved.;
- Any administrative or other duties that may be assigned to the role.

#### **Overseeing Compliance:**

- Carry out and lead all processes in line with the Veterinary Practice Act and the Registration Regulations.
- Keeping up-to-date with relevant developments nationally and in other jurisdictions in particular in the areas of veterinary regulation relating to registration.
- Work closely with the Head of Legal in the dissemination of correspondence and the preparation of files in connection with the professional standing of registrants and fitness to practice matters.
- Oversight and management of new entries to the Registers, ensuring compliance with all educational, language, and legal requirements.

- Oversight and management of removals from the Registers connected with voluntary removal, temporary suspensions and restorations, and erasures.
- Oversee the annual renewal of registration to include the completion of compliance declarations, reporting of same as necessary, and taking appropriate follow up actions in conjunction with the Head of Legal and Registrar.

#### **Annual Registration Renewal Process:**

- Responsibility for the renewal of registration of Registrants annually to include the dissemination of notifications, reminder notifications, removal notifications and all other formal correspondence associated with the process.
- Deliver regular progress and statistics reports to the Registrar and the Council on the annual renewal of registrations to include payments, form returns, data analysis, and compliance monitoring.
- Lead, oversee, and support all communications connected with the renewal of registration annually, in line with VCI policies, to include email correspondence, written correspondence, and telephone communications.
- Delegate administrative tasks connected with the renewal of registration appropriately, while leading with a hands-on approach where necessary and as appropriate to ensure optimal and efficient management of this busy annual process.
- Strive to achieve improved efficiency and accuracy in the execution of annual registration renewals annually, to include the introduction of revised processes where necessary, development of automation where possible, and working closely with IT providers to ensure a satisfactory end user experience.
- Work closely with the Finance Manager to ensure budgetary management, the processing of invoicing, and recording of all payments associated with the renewal of registration.

#### **Essential Criteria**

- Have at least 2 years of relevant experience in managing high volume processing of applications and submissions relevant to the role of Registration Manager
- Experience of managing high volumes of queries across multiple communication channels;
- Strong understanding of, and experience in, working within an area involving administrative decision making.
- Understanding and experience in using IT Systems to support operational achievement;
- Have sound judgement, strong decision-making skills and excellent analytical ability; <sup>2</sup> Have experience in people management along with excellent planning, organisation and resource management skills including a proven ability to effectively prioritise work to ensure that required tasks are executed promptly and to a high standard;
- Have excellent time-management skills and an ability to organise his or her own time effectively, prioritise workload and set realistic timelines for delivery of required outputs on time;
- Have excellent interpersonal skills and a proven ability to work collaboratively with others and in a manner that builds respect and fosters trust;
- Have excellent written and oral communications skills;
- Have excellent IT skills and a willingness to harness available technical solutions to facilitate new ways of working and greater efficiencies in service delivery as appropriate.
- Have experience in development and implementation of policies and standards and related structures in a relevant regulated environment

- A relevant Third level degree or qualification (Level 8 or higher)
- A proven track record of delivering business objectives and KPIs in a complex and busy working environment.
- A strong capacity for strategic thinking and an ability to plan to review and interpret legislation, rules, policy and standards.
- High level presentation and report writing skills especially to audiences such as Committees and Boards.

### **Desirable Criteria**

- Experience in the introduction of new technology, systemising of manual processes, achieving cost efficiencies, and improving service delivery
- Experience of staff management and development, and prudent use of resources
- Administration experience in a regulatory body and of education/course approval processes.
- Ability to chart impact on stakeholders of any policy matters and quickly grasp the high level and socio-political implications  
Experience of developing productive relationships with key internal and external stakeholders and the credibility to act as an ambassador for the VCI. Prior experience with Government departments, regulators, and the relevant higher education institutions is an advantage.

### **Additional Information:**

Salary Range: €50,000-€60,000

Dependant on qualifications and relevant experience;

### **Terms and Conditions of Employment at the Veterinary Council of Ireland**

- 24 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 Friday, 10<sup>th</sup> January 2025 by email to [info@vci.ie](mailto:info@vci.ie) :-

(i) a letter of application detailing how your qualifications and experience relate to the position;

(ii) 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).