

**Veterinary Council of Ireland**



# Candidate Information Booklet

**Job Title:**  
Registration  
Officer



# General Information:



<b>Job Title:</b>	Registration Officer
<b>Reporting to:</b>	Registration Manager
<b>Salary:</b>	Dependant on qualifications and relevant experience; €32,000 – €35,000
<b>Employing Authority:</b>	Veterinary Council of Ireland (VCI)
<b>Office Location:</b>	Veterinary Council of Ireland, 53 Lansdowne Road, Ballsbridge, Dublin 4, D04NY29.
<b>Website:</b>	<a href="http://www.vci.ie">www.vci.ie</a>
<b>Working Hours:</b>	37-hour week net of rest breaks (Monday – Friday. 9am – 5.15pm)
<b>Hybrid / Remote Working:</b>	Possibility of remote working for up to two days per week, following completion of a probationary period.
<b>Closing date:</b>	5pm, 2nd May 2025
<b>Annual Leave:</b>	20 days per year
<b>Position Type:</b>	Full Time, Permanent
<b>Benefits:</b>	Voluntary defined contribution pension scheme

## About the Veterinary Council of Ireland

The Veterinary Council of Ireland is an independent statutory body established under the Veterinary Practice Act 2005. The Veterinary Council regulates the practice of veterinary medicine and veterinary nursing in the State in the public interest. Persons qualified to practise veterinary medicine or veterinary nursing in the State are required to be registered with the Veterinary Council in order to lawfully practise their profession in the Republic of Ireland.

Through the accreditation and review of education programmes in veterinary medicine and veterinary nursing in the State, the Council monitors the standards of qualifications in veterinary medicine and veterinary nursing for the purpose of registration. The Veterinary Council is also the regulating body for veterinary practice premises in the State and monitors and maintains the standards of veterinary practice in the Republic of Ireland. The CEO/Registrar leads a strong executive team, in delivering the strategy of the Veterinary Council through the day to day operations of the Council.



## Purpose of Role

This is a great opportunity to join a strong team, in a busy and meaningful role. Reporting to the Registration Manager, the Registration Officer will be responsible for a range of administrative tasks relating to registration processes at the Veterinary Council of Ireland (“VCI”). The role focuses on administrative processes in the registration of veterinary practitioners and veterinary nurses with the VCI. This role will be responsible for responding to queries about registering with the Veterinary Council of Ireland and will involve proofing and verifying documents relating to registration, preparing applications for management review, and assisting with the administration of annual renewal of registration.

The role holder will provide support as a point of contact for queries relating to registration, providing a professional and courteous service to all stakeholders using various communication types. They will carry out general administration tasks for the maintenance of the Registers and assist with the production of data and statistical reports periodically and as requested.

A strong background in previous administration roles is required for this key role within the VCI executive team, in addition to a can-do ability and professional customer service focus.

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

## Main Responsibilities and Duties

- ▶ Assess, proof and process all applications for registration for review by the Registration Manager.
- ▶ Carry out registrations of Veterinary Practitioners and Veterinary Nurses to the Registers in accordance with procedures.
- ▶ Perform a full range of administrative functions associated with registration including preparation of general and sometimes complex correspondence.
- ▶ Provide administrative support as necessary related to financial transactions associated with registration and application fees.

- ▶ Assist in the preparation of reports for Council meetings and any follow-up correspondence as required.
- ▶ Perform assigned administrative duties associated with the annual registration renewal process.
- ▶ Maintain and safeguard the Registers of Veterinary Practitioners and Veterinary Nurses, and ensure that information entered is accurate, up to date, and appropriately filed.
- ▶ Assist in the provision of data and statistics regarding applications, and the Registers.
- ▶ Liaise and collaborate with other administrative sections within the VCI team such as legal, education, premises accreditation and communication when appropriate and required.
- ▶ Liaise with other regulatory bodies as required.
- ▶ Attend events as required and assist with enquiries.

### Communication:

- ▶ Communicate clearly and accurately in both written and verbal formats with applicants, existing registrants, 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 document processing and filing is carried out in line with procedures and policies.
- ▶ Ensure timely availability of documentation for management review, and in time for any committee and Council meetings.

### General:

- ▶ 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 duties as reasonably assigned.



## Essential Criteria

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- ▶ Excellent verbal and written communication skills appropriate to a regulatory body.
- ▶ 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.
- ▶ A minimum of 2 years' experience within a complex administrative and service orientated environment with the ability to apply legislative, policy and procedural requirements.
- ▶ Demonstrated computer literacy with high proficiency in at least Microsoft Office. Specifically, advanced proficiency in Microsoft Word and Microsoft Excel is essential. Confidence to adapt to and work with various in-house IT systems.

## Desirable Criteria

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- ▶ Administration experience in a regulatory body and of membership/registration processes.
- ▶ An ability to achieve or surpass required results, showing a passion for customer experience in the delivery of services.
- ▶ Strives to address all customer needs and concerns.
- ▶ 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.
- ▶ Demonstrated numerical and data reporting skills.
- ▶ A third level qualification.



# Additional Information

## Salary Range

Dependant on qualifications and relevant experience; €32,000 - €35,000

## How to apply and closing date:

Applicants should submit, on or before 5pm 2 May 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 current 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).