

ROLE PROFILE

Role Details

Job Title: Veterinary Nursing Delivery & Assessment Manager	Department: Veterinary Nursing
Responsible for: Veterinary Nursing Assessment Officer	Location: Hybrid or Remote
Line Manager Job Title: Head of Industry Partnerships (Veterinary)	Created: February 2025

Job Goal

<p>The purpose of the Veterinary Nursing Delivery and Assessment Manager is to ensure the effective delivery of veterinary nursing qualifications, associated assessment and End Point Assessment as part of the Veterinary Nursing Apprenticeship, to the required regulatory standards. This role will support training providers in delivering high-quality education, ensuring assessments are valid, reliable, and fair. Additionally, this role will provide guidance on curriculum delivery, monitor learner progress, and implement improvements to enhance the learning experience and assessment outcomes. The key responsibilities for this role are:</p> <ul style="list-style-type: none"> • Be responsible for the delivery of Lantra OSCEs • Be responsible for the delivery of Lantra End Point Assessment Professional Discussions • Provide support to provider network on the delivery of the Lantra Veterinary Nursing qualification and End Point Assessment • Ensure external and internal feedback on Lantra Veterinary Nursing is fed into the Lantra Veterinary Nursing offer • Act as an internal point of knowledge within Lantra to collaborate on key aspects of work relating to the maintenance and development of the Veterinary Nursing qualification, Apprenticeship and the associated assessments.

Role Responsibilities

Responsibility	Outcomes and measures
Manage the delivery of OSCE assessments	
Identify suitable venues and assessors to undertake each OSCE required.	All OSCE delivered to technical specification of RCVS and venues have necessary requirements
Assign examiners to OSCEs and delegate to VNAO to ensure all assessors booked to examine and logistical arrangements made	VNAO are informed of the required assessors and the locations, logistical requirements and durations of OSCE weekend.
Work with Chief Examiner to track task usage and decide on task allocations for each exam session	Blueprint created and followed to demonstrate range of DOS met
Work with VNAO to ensure all stock is ordered, task boxes prepared and documentation produced and accurate	VNAO is informed of station requirements ahead of the each OSCE to ensure delivery of assessment.
Manage the requirements of the venue for each OSCE event and instruct the VNAO on formalising the requirements with the venue	VNAO is informed of the requirements in order to create a formal agreement
Work with VNAO to ensure all Learners allocations are issued with required documentation	VNAO has the information required to follow the Learner Allocation Process
Process all OSCE results and statistics, produce report and agree on actions with VNQM and Chief Examiner	All assessment paperwork from OSCEs collated and processed. Results scrutinised in Chief Examiner meeting prior to issuing.

Update all OSCE documentation following review and ensure version controlled, liaise with VNAO to ensure current versions used	Review Chief Examiner Report in post assessment meeting and the actions required in order to inform future assessments.
Hold pre-OSCE ahead of each OSCE to work through the event	Senior Examiners attend a pre-event meeting to discuss the assessment and work through any potential issues.
Attend OSCE events as required	Attend OSCEs, where necessary.
Review feedback and make changes as indicated	Continue to review and analyse feedback from external stakeholders to ensure currency and validity.
Professional Discussion	
Manage the delivery of the Professional Discussion aspect of the EPA	Plan, assign and deliver Professional Discussion to ensure learners are able to enter OSCE to the required standard.
Ensure Professional Discussion Assessors are trained	Ensure Professional Discussion Assessors receive annual training and standardisation
Ensure results and required documentation all correct in ACE360	Enter results into ACE360 and quality check the required documentation in the system.
Standardisation of OSCE Examiners	
Oversee management of OSCE Examiners and their compliance with requirements	Ensure sufficient bank of examiners available to deliver all OSCEs, with all CPD and training records maintained.
Track examiner records and produce annual reports in conjunction with VNQM and VNAO	Assessor records are maintained, and annual report disseminated to inform them of performance.
Hold Senior Examiner meetings ahead of Examiner training to train Seniors and inform Examiner training.	Training delivered to Senior team to inform content for the Examiner training events.
Ensure annual standardisation of OSCE Examiners through the use of Senior Examiner team	Sufficient Annual standardisation events are held to support the bank of examiners, ensuring that assessments can be delivered.
RCVS Relationship	
Support VNQM with RCVS audits and actions	Support VNQM, where necessary.
Supporting Product Development	
Ensure qualification documentation is fit for purpose	Liaise with VNQM to ensure all award documentation remains current and fit for purpose
Manage the peer review of qualification	Liaise with external stakeholders to review the award, ensuring it remains fit for purpose
Ensure feedback is sought from all stakeholders, with appropriate documents produced	Engage with providers and external stakeholders to gain feedback on Lantra Veterinary Nursing to be used in the review process.
Arrange Provider meetings and updates as required	Disseminate regular Provider Updates and arrange specific qualification support, as required.
Attendance at events as required (BVNA)	As required.
Advise Centres on acceptable equivalent entry requirements	Review and inform providers on equivalency of pre-requisites
Provide support to individual Centres as required	As required.
Provide support to new providers	Provide technical support to new providers planning to work with Lantra.
Respond to queries on course delivery and assessments	Act as point of contact for technical queries on the course delivery and assessments.
Contribute to the annual feedback meetings to help to ensure the quality of the Veterinary Nursing offer	Work with VNPO to devise suitable questions and topics for the bi-annual learner/provider/clinical supervisor meetings and topics for discussion in the follow up meetings.

Role Dimensions

Budget responsibility:	Number of Direct/ Indirect Reports: One
Product development budget Standardisation budget OSCE budget	Veterinary Nursing Assessment Officer Veterinary Nursing Provider Officer

Person Specification

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience from previously working as a RVN or registered veterinary surgeon (UK practising) (MRCVS) within the UK • Experience of the veterinary nursing sector • Experience of project and/or event management • Experience of successful project/event delivery through commissioning external contractors • Experience of designing training, qualifications and assessments • Experience of working to budgets and targets • Experience of managing key stakeholders / customers 	<ul style="list-style-type: none"> • Experience of working with veterinary nursing colleges and veterinary practices to understand their needs • Experience managing team members

Knowledge and skills

Essential	Desirable
<ul style="list-style-type: none"> • Knowledge and understanding of the veterinary nursing sector • Knowledge of UK training and education structures • Excellent interpersonal skills • Excellent project/event management skills • Good knowledge of MS Office applications - Word, Excel, PowerPoint and Outlook • Strong networking skills • Driving skills for travel to OSCE centres for at least 4 weekends per year, with additional set-up visits during weekdays • Knowledge of RCVS Standards Frameworks (DOS/DOC) 	<ul style="list-style-type: none"> • Knowledge of the apprenticeship frameworks • Knowledge of the UK qualification regulation systems • Working knowledge of Teams, Zoom (or similar) • Working knowledge of online assessment tools, such as proctoring

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Qualified as an RVN or MRCVS within the UK 	<ul style="list-style-type: none"> • Further education qualification in a veterinary/ pharmaceutical/ science related subject

Behaviours

Corporate Value	Expected Behaviours <i>(general or job specific)</i>
Customer First	<ul style="list-style-type: none"> • Leads by example and builds a culture of customer excellence within the team • Motivates the team to deliver excellent customer service • Supports the team to resolve customer service problems
Commercially Driven	<ul style="list-style-type: none"> • Understands the business structure and their role in achieving business plan • Continually looks for opportunities to increase revenue • Looks to streamlining process, costs and resources to focus on adding value
Collaborative	<ul style="list-style-type: none"> • Encourages staff to find better ways of delivering services, ways of working and reducing costs • Agrees expectations and priorities together • Recognises the priorities of other departments
Camaraderie	<ul style="list-style-type: none"> • Encourages all team members to work closely with other teams to ensure consistency of services • Is approachable and open to the ideas of the team • Encourages team members to support and assist others, celebrating successes
Leadership	<ul style="list-style-type: none"> • Allocates and delegates tasks as and when appropriate • Sets and agrees SMART objectives with team members • Monitors, evaluates and provides feedback on team and individual performance • Tackles performance issues quickly and seeks direction and support as necessary