

ROLE PROFILE

Role Details

Job Title: Veterinary Nursing Provider Officer	Department: Veterinary Nursing
Responsible for: None	Location: Head Office – Stoneleigh Warwickshire
Line Manager Job Title: Veterinary Nursing Delivery & Assessment Manager	Created: February 2025

Job Goal

<p>Developing and maintaining excellent relationships with veterinary nursing (VN) centres, training practices and learners to ensure that learners have an excellent experience when undertaking the qualification or their EPA with Lantra.</p> <p>Providing first class customer service to our veterinary centres and learners supporting them in all aspects of their interactions with Lantra.</p>
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Role Responsibilities

Responsibility	Outcomes and measures
Managing communication with centres, training practices and learners	
Ensure that providers fully understand their roles and responsibilities in accordance with Ofqual, RCVS and Lantra requirements	<ul style="list-style-type: none"> Ensure providers are given all relevant qualification documentation to ensure compliance.
Providing clear communication to learners and acting as a point of contact for any queries.	<ul style="list-style-type: none"> Act as first point of contact for providers and respond in a clear and concise manner to expected timescales
Receiving feedback from providers and learners and disseminating to the appropriate team member	<ul style="list-style-type: none"> Work with VNTM & VNQM to create and deliver bi-annual surveys to providers seeking feedback from learners, providers. Collate responses into a report and submit to VNTM & VNQM.
Acting as the main communication point with providers, including account management for the delivery of the qualification and EPA	<ul style="list-style-type: none"> Respond to queries from providers, asking for further information from internal and external stakeholders, where required. Interdepartmental communication within Lantra to ensure providers are supported
Coordinate the Provider/Learner/Clinical Supervisor meetings	<ul style="list-style-type: none"> Arrange dates and send meeting information to providers for people to attend Create surveys to gain feedback Produce reports on feedback data received and a presentation for feedback meeting Minute feedback meetings
Liaise with Marketing team to deliver the annual Veterinary Nursing Graduation ceremony	<ul style="list-style-type: none"> Work with HIP to plan budget for the year Support Marketing with information to find suitable dates and locations for the event Create attendance registers for the day
Manage the Veterinary Nursing inbox	<ul style="list-style-type: none"> Ensure all queries are responded to within agreed SLAs, liaising with relevant colleagues, as necessary.
Produce bi-monthly Provider Update	<ul style="list-style-type: none"> Coordinate with the team to gather information for the bi-monthly provider update

Manage the Provider SharePoint page to ensure access and relevant information available	<ul style="list-style-type: none"> • Add/remove access, where required • Update page with relevant information • Manage content
Provide support to Providers on Quartz system	<ul style="list-style-type: none"> • Support centres with queries relating to Quartz including registrations, MCQ bookings, amendments and certification.
Delivery of Multiple-choice question paper results	
Ensure MCQ results are delivered to providers within SLA and in a clear and concise format	<ul style="list-style-type: none"> • No adverse effects arising as a result of the delivery of multiple-choice papers
Provide MCQ feedback from providers to VNTM so that this can be analysed and reviewed	<ul style="list-style-type: none"> • Ensure feedback is recorded and reported, as required.
Provide administrative support to Providers on XAMs system	<ul style="list-style-type: none"> • Respond to customer queries on administration of XAMs system
Supporting delivery of OSCEs	
Support VNAO with production of OSCE paperwork	<ul style="list-style-type: none"> • Assessment paperwork produced accurately and to deadline
Ensure new OSCE entries are entered into the spreadsheet	<ul style="list-style-type: none"> • Entries are recorded accurately from provider spreadsheets
Ensure registrations are correct at the time of booking to allow correct invoicing	<ul style="list-style-type: none"> • Ensure all providers are invoiced correctly
Follow process to ensure awarding and certification receive the relevant paperwork to process the awarding of qualification and EPA	<ul style="list-style-type: none"> • Support the delivery of awards to the providers.
Support VNAO in ensuring venue requirements are met	<ul style="list-style-type: none"> • Ensure documentation received and appropriate resources requested with catering arrangements made
Arrange hotel bookings for Examiners for OSCEs	<ul style="list-style-type: none"> • Liaise with OSCE examiners to understand their hotel requirements and make the bookings
Appeals	
Work with colleagues in regulatory compliance to ensure appeals are dealt with in a timely and objective manner.	<ul style="list-style-type: none"> • Liaise with RC colleagues to ensure appeals are turned around inline with SLA.
Financials	
Ensure all providers are invoiced correctly for the courses/exams booked	<ul style="list-style-type: none"> • All invoicing correct and issued to providers
Managing OSCE account and the examining payments	<ul style="list-style-type: none"> • Invoices for equipment ordered are recorded and submitted for payment
Reconcile department credit card each month	<ul style="list-style-type: none"> • Reconcile credit card spreadsheet
To ensure all suppliers are set up and approved on Lantra systems, orders and accounts managed to ensure continuity of supply	<ul style="list-style-type: none"> • Ensure all suppliers are set up and invoices processed promptly
Manage hotel bookings, as required	<ul style="list-style-type: none"> • Manage hotel bookings department and examiners
Process EQA and assessor invoices	<ul style="list-style-type: none"> • To agreed SLA
Additional Support	
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: N/A	Number of Direct/ Indirect Reports: 0
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Person Specification

Knowledge / Skills Required

<p>Essential</p> <ul style="list-style-type: none"> • Excellent customer service skills • Excellent interpersonal skills • Excellent project/event management skills • Good knowledge of MS Office applications - Word, Excel, PowerPoint and Outlook • Strong networking skills • Driving licence and access to a vehicle • Availability for occasional travel 	<p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of the Veterinary Nursing apprenticeship standard • Knowledge and understanding of the veterinary nursing sector • Knowledge of the UK qualification regulation systems • Knowledge of RCVS Standards Frameworks (DOS/DOC) • Ability to accurately assess product demand • Ability to accurately assess resources required • Working knowledge of Teams, Zoom (or similar) • Working knowledge of online assessment tools, such as proctoring
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Experience

<p>Essential</p> <ul style="list-style-type: none"> • Experience of delivering successful customer service • Experience of project and/or event management • Experience of working to budgets and targets • Experience of managing key stakeholders / customers 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of successful project/event delivery through commissioning external contractors • Experience of apprenticeships
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Qualifications

<p>Essential</p> <ul style="list-style-type: none"> • Good secondary level of education 	<p>Desirable</p> <ul style="list-style-type: none"> • Further education qualification in a veterinary/ pharmaceutical/ science related subject
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Behaviours

Corporate Value	Expected Behaviours (general or job specific)
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

	<ul style="list-style-type: none">• 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