

BSAVA ROLE DESCRIPTION

Department	Continuing Education (CE)
Job title	Academic Operations Manager
Role Position	This post reports to the Head of Education
Hours	37.5 hours per week

BSAVA's Purpose

To drive excellence in veterinary practice to improve the health and welfare of small animals.

BSAVA's Mission

To enable the community of small animal veterinary professionals to develop their knowledge and skills through leading-edge education, scientific research and collaboration.

Job Purpose (including how the role relates to BSAVA's organisational purpose):

To manage the coordination and administration of all accredited programmes (APs) within the CE department, allowing the BSAVA to deliver Accredited Programmes (APs) to veterinary surgeons, therefore driving excellence in veterinary practice.

As BSAVA staff, we all have a responsibility to uphold the Association's values. We expect all staff to always maintain and promote our values, which are to:

- Nurture and support our communities
- Aim for excellence in all that we do
- Strive to be bold and innovative
- Be accountable and trustworthy
- Be rigorous and evidence led

Staff management responsibility:

This position line manages four staff members: two education coordinators, the education assistant and the practical coordinator.

Special conditions:

Your work location will be outlined in your employment contract. You will be required to attend the office or any other location(s) as necessary for meetings, to receive training and for onsite at BSAVA Events. This role involves occasional work outside of routine office hours (evenings and weekends)

Main duties and responsibilities:

General Duties

Undertake appropriate training to support personal and professional development as identified through the appraisal process.

Attend BSAVA events as required to promote the association in general, and CE in particular.

Perform other such duties as reasonably required and that are within the scope of your role.

This list is not exhaustive and is used to highlight the main components of this role. You may be required to perform other such duties that are within the scope of your role.

	Tasks	Expected Outcomes
Operational Oversight	<p>Oversee all operational aspects of the AP courses, including tutors, venues and catering</p> <p>Onboard tutors, examiners, external examiners and programme coordinators for APs</p> <p>Manage the administration and delivery of AP examinations, including informing all students of their results</p> <p>Manage technology and software used in APs</p> <p>Organise annual award ceremony and alumni event</p> <p>Oversee the management of educational facilities and AV at Woodrow House</p> <p>Oversee relevant content on the LMS, BSAVA website and promotional materials, ensuring all are up to date.</p>	<p>Smooth functioning of all accredited programmes, reflected in student, tutor and supplier feedback</p> <p>Positive feedback from contractors regarding their experience working with the BSAVA, with low contractor turnover rates</p> <p>Smooth functioning of the AP examinations, all results delivered in specified time frame</p> <p>Technology use within the APs is optimised and kept up to date</p> <p>Alumni are kept engaged with the association, retained as BSAVA members and used for formal and informal marketing purposes</p> <p>Facilities are kept in good working order, providing an enjoyable base for AP students, evidenced by positive feedback</p> <p>The LMS, website and promotional materials provide easy-to-find information that enhances the student/contractor experience</p>
Course Management	Be a member of the Academic Board and contribute to the agenda	Any issues that might impact the smooth running of AP programmes are brought to and addressed by the committee, and information

	<p>Review AP feedback passed on by the Academic Manager (AM) and act where required</p> <p>Support and action any course changes initiated by the AM or Head of Education (HoE)</p> <p>Oversee management of student-facing documents, including handbooks, policies and information sources</p> <p>Monitor enrolment and work with marketing to promote courses where needed</p>	<p>provided to the committee enables them to perform their functions</p> <p>Student satisfaction remains high, and any improvement required is actioned quickly</p> <p>Student satisfaction remains high, and any improvement required is actioned quickly</p> <p>Students can locate information easily themselves, improving their experience of the course and decreasing the volume of emails to staff</p> <p>Concerns about low course enrolments are raised early, allowing the marketing team time to put mitigations in place to ensure delegate numbers</p>
Financial Management	<p>Work with the Education Manager (EM) and HoE to produce the annual departmental budget</p> <p>Monitor AP income and expenditure, review invoices and report any significant deviation from the planned budget to the HoE for authorisation</p>	<p>Budget can be submitted on time with accurate figures</p> <p>Invoices are authorised in a timely manner, departmental budget deviations and new expenses can be monitored by HoE</p>
Data Management	<p>Ensure data for AP accrediting body is collated and made available to AM</p> <p>Work with the EM to ensure departmental adherence to GDPR guidelines and reporting requirements</p>	<p>Accrediting body requests are dealt with in a timely manner</p> <p>GDPR regulations are upheld</p>
Student Management	<p>Enrol students and manage their progression throughout the course</p>	<p>Students are fully enrolled before courses start, their progression data is available for review by the Academic Board when required and any concerns about student progression are raised early</p>

	<p>Review and action student questions, complaints, disability declarations, suspension requests, extension requests, notifications of exceptional circumstances and applications for the student hardship fund.</p> <p>Receive and review cases of academic misconduct and report them to the Academic Board for decision</p> <p>Oversee mentor programme</p>	<p>Student questions and requests are dealt with fairly within a reasonable timeframe, ensuring students feel supported by the BSAVA and this is reflected in related feedback</p> <p>Academic Board can make informed and swift decisions regarding misconduct cases</p> <p>Mentors feel informed and supported, and this is reflected in related feedback.</p>
Relationship Maintenance	<p>Respond to general enquiries about APs from the public</p> <p>Maintain and progress sponsor relationships</p>	<p>All enquiries are responded to swiftly and professionally and all opportunities to upsell the APs are taken</p> <p>All avenues for sponsorship of APs are explored either directly by the CM or through supporting the Partnerships team. Current sponsors remain happy with their relationship with the BSAVA, which is reflected in their feedback.</p>
Team Management	<p>Line Manage and support four members of the administration team.</p>	<p>The team is line managed effectively, and they feel adequately supported.</p>

Additional Management Team Responsibilities

These will all be in your roles as members of the Management Team. How they specifically apply to you will be reflected in your individual objectives:

- Responsible for undertaking analysis of current operations and identifying beneficial improvements in organisation, processes, systems and services
- Liaise closely with the rest of the Management team in meeting the Association's goals and objectives, identifying beneficial improvements in processes, systems and services
- Champion the BSAVA values and how we embed these throughout the Association, leading with a focus on excellence, accountability and innovation

- Nurture and support staff and volunteers, positively drive forward a 'no blame' culture of trust, openness and transparency
- Work with the Board and Trustees to contribute to the strategic direction of BSAVA, identify and implement appropriate and agreed initiatives in all areas of BSAVA's operation and services to achieve the strategy
- The post holder will attend relevant Association meetings as a key participant and attend Board/Council meetings as requested to discuss your areas of responsibility
- Proactively drive strategy of the Association through the appropriate committees, ensuring relevant briefing documents and reports are provided to aid informed decision making and all allocated actions are completed
- Liaise with other similar organisations to share best practice
- Actively collaborate and communicate with colleagues, sharing knowledge, identifying opportunities and innovations inside and outside your own area of remit
- Responsible for managing the budgets for the relevant area of responsibility
- Work with the CEO in delivering Association, departmental and individual objectives.

Person Specification

	Essential requirements	Desirable requirements
Experience	<p>Experience administering education/training courses</p> <p>Experience organising and delivering both live and online events</p> <p>Experience managing multiple and complex tasks</p> <p>Experience providing a high standard of service to customers</p> <p>Experience line managing staff members</p>	<p>Experience making decisions and solving problems independently</p> <p>Experience managing a team and delegating tasks</p> <p>Experience using Learning Management Systems</p> <p>Experience contributing to a departmental budget</p> <p>Experience coaching or mentoring</p> <p>Experience using a CRM system</p>
Qualifications	At least Four GCSEs, including English and Maths	Event or Administration qualification
Knowledge and skills	Proficient project management skills	Excellent project management skills

	<p>Excellent organisational skills and attention to detail</p> <p>Excellent written and oral communication</p> <p>Ability to remain organised whilst working on many tasks at once.</p> <p>High level of planning and organisation skills.</p> <p>Ability to prioritise workload, work independently and adapt to changing priorities where necessary.</p> <p>Confident working independently</p> <p>Confident using Microsoft Office, including creating and managing spreadsheets in Excel</p> <p>Excellent customer service skills</p>	<p>Knowledge of using Microsoft Teams.</p> <p>Confident making commercial decisions independently</p> <p>Some understanding of the veterinary sector</p> <p>Some knowledge of best practices in online education</p>
Personal qualities	<p>Values collaboration</p> <p>Excellent interpersonal skills.</p> <p>Strong teamwork with the ability to motivate others.</p> <p>Ability to adhere to a high standard of security and confidentiality.</p> <p>Strives for high-quality work</p> <p>Honest and dependable</p> <p>A flexible approach to work</p>	