

BSAVA ROLE DESCRIPTION

Department	Continuing Education (CE)
Job title	Programme Delivery Coordinator
Manager	This role will be line managed by the Academic Operations Manager with input from the Continuing Education Manager
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):

The post holder will support the work of the Education department by coordinating the scheduling, delivery and closure of all educational events in order to drive excellence in veterinary practice to improve the health and welfare of small animals.

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:

None

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 course hosting duties. The role will involve work outside of routine office hours, particularly in the evening.

Main duties and responsibilities:

This role will work as part of both Academic and Continuing Education teams on the following event-hosting tasks:

Continuing Education Responsibilities:

- **Program Coordination:** Oversee the scheduling, logistics, and hosting of CPD courses, including Dispensing Courses and Clinical Rounds.
- **Systems Management:** Maintain and update CRM and Learning Management System (LMS) data to ensure accurate course records and content.
- **Event & Committee Support:** Provide operational assistance for Regional Forums and the Committee meetings, including minute-taking.

Academic & Operational Support:

- **Event Hosting:** Facilitate high-quality student experiences by managing in-person events at Woodrow House and virtual sessions online.
- **End-to-End Logistics:** Manage everything from pre-event preparation to post-session wrap-up, including attendance tracking and venue resets.
- **Facilities & Tech:** Collaborate with IT and the wider Education Team to oversee teaching equipment maintenance and AV support across all courses.
- **Student Liaison:** Serve as the primary point of contact for event-related inquiries.

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

Person Specification

	Essential requirements	Desirable requirements
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent, including English and Maths 	<ul style="list-style-type: none"> • Further or Higher Education qualification in Administration or Event Management
Experience	<ul style="list-style-type: none"> • Experience organising and delivering events or educational courses • Experience using Teams and/or Zoom software • Administration experience • Experience managing multiple and complex tasks 	<ul style="list-style-type: none"> • Experience of working with committees, including minute taking • Experience using Customer Relationship Management (CRM) systems • Experience using a Learning Management System
Knowledge and skills	<ul style="list-style-type: none"> • Excellent planning and organisational skills • Good IT skills, including a working knowledge of the Microsoft Office Suite • Confident hosting events, including dealing with customers/students 	<ul style="list-style-type: none"> • Ability to work independent and resolve minor problems alone • problem-solving and critical thinking skills

	<ul style="list-style-type: none">• Excellent written and oral communication skills	
Personal qualities	<ul style="list-style-type: none">• Values collaboration and team building• Strives for high-quality work• A flexible attitude to work• A good communicator• Honest and dependable	