

Job Description

Position in Society	
Job title:	Membership Liaison Manager
Reporting to:	Director of Membership (Joanne Stonehewer)
Responsible for:	<ul style="list-style-type: none"> • Supporting Membership administration team • Linking with Underwriting, Finance, Claims, Marketing and Training teams

Purpose and scope of role
<p>A part time senior role complementing the Membership Team within VDS by developing and nurturing relationships with the VDS membership - be they professional associations, employers, veterinary surgeons, RVNs, veterinary students or the wider practice team. The building and maintaining of relationships is a key component of this role. Attendance at conferences will be expected in order to ensure that major species group specialist divisions can benefit from a close liaison with VDS. Similarly, a strong collaboration with SPVS, BVA and their Young Vet Network will be essential as will relationships with other UK and Irish veterinary organisations as required.</p>

Primary responsibilities
<p>To maintain the integrity & reputation of VDS by:</p> <ul style="list-style-type: none"> • Understanding and identifying member and market requirements to inform our products, services and communications. • Assisting in the development, promotion, and delivery of VDS products and services. • Development and maintenance of relationships with VDS members and other key stakeholders • Advising members on Policy issues directly and assisting colleagues in the Membership Department to deliver unambiguous advice to enquiring members. • Peer reviewing advice of others and subjecting own advice to similar scrutiny. <p>Duties & Key Responsibilities</p> <ul style="list-style-type: none"> • Dealing professionally and competently with members and their policy queries. • Managing key accounts with large veterinary practices in the UK and Ireland. • Presenting and promoting our range of services to new and potential members to increase engagement, awareness and take up. • Supporting the membership administrators through the provision of training and advice in areas such as veterinary industry background, Policy procurement, Policy coverage, account management and credit control. • Promoting and projecting the benefits of VDS membership in talks to member groups and at Congresses. • Planning, management and implementation of VDS projects- including those of its subsidiary companies. • Attending and contributing to meetings and work of the Underwriting group. • Reviewing the suitability of the Society's insurance products through management of the Product Oversight and Governance Process. • Attending meetings of other departments within the VDS from time to time. • Attending meetings of veterinary organisations to act as a link to VDS.

- Ensuring VDS is fully appraised of issues affecting the UK and Irish veterinary and veterinary nursing professions by organising events, focus groups and surveys of members.

Person Specification		
<i>Criteria</i>	<i>Essential</i>	<i>Desirable</i>
Knowledge, Skills (inc. qualifications)	<ul style="list-style-type: none"> • MRCVS • Highly skilled communicator • Confident public speaker • Capable of managing projects and teams • Good understanding of the UK and/ or Irish veterinary market and of the challenges currently faced by veterinary professionals • Exceptional interpersonal skills 	
Experience	<ul style="list-style-type: none"> • Minimum 10 years veterinary experience • Good existing networks within the veterinary professions and enthusiasm and ability to develop more. 	
Behaviours	<ul style="list-style-type: none"> • Proven team player • Enthusiastic, energetic “people person”. • Ability to be flexible and work in various locations • Honest, open, trustworthy • Motivated and self-starting • Dependable and reliable • Considered, and responsive in approach • Highly organised 	
Other		