



Vacancy for a Membership Liaison Manager – April 2021

FURTHER PARTICULARS

Summary

The successful candidate will occupy 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.

The successful candidate will be a proven team player and possess good project management skills.

The Veterinary Defence Society Limited operates within the financial services sector and is authorised and regulated by the Financial Conduct Authority, the Prudential Regulation Authority and the Central Bank of Ireland. Candidates must possess the ability to understand and implement the regulatory framework.

Job Description

Primary Responsibilities

To maintain the integrity & reputation of VDS by:

- 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.

Duties & Key Responsibilities

- 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.

Informal Discussion

Potential applicants, having read this summary, are welcome to contact the Director of Membership, Jo Stonehewer on +44 (0) 1565 743865. The application form, to which you will append your CV can be obtained via this website (www.thevds.co.uk) or the HR Manager at (recruitment@thevds.co.uk).

Closing date for Applications

14th May 2021

Person Specification

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<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		