

Job description

Job title:	Quality Improvement Project Officer
Type of employment:	Full time, permanent
Location:	Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF.
Reporting to:	Head of Quality Improvement
Job level:	Implement
Salary:	£28,000 with the option to use 2-days a month to maintain practice-based clinical experience (own arrangements to be made). This should be on a flexible basis depending on the needs of the RCVS Knowledge role.
Other benefits:	Annual RCVS registration fees paid. Annual BVNA membership fees paid. CPD allowance. Up to 12% monthly pension employer contribution. Private health cover. Usual working week of 33.75 hours. Season ticket loans. Flexible working. Access to Babylon (online healthcare provider). 25 days holiday, an ex-gratia day, and loyalty days. £250 wellbeing allowance. Permanent health insurance. Life assurance contributions, and more.

Background

At RCVS Knowledge, our mission is to advance the quality of veterinary care for the benefit of animals, the public, and society. We champion Quality Improvement and the use of evidence-based veterinary medicine in veterinary practice. We do this by providing a range of resources and services to veterinary surgeons, veterinary nurses, and the wider veterinary industry. We are the charity partner of the Royal College of Veterinary Surgeons, which sets, upholds, and advances the educational, ethical, and clinical standards of veterinary surgeons and veterinary nurses.

Job purpose

To promote the uptake of Quality Improvement techniques and to create and promote useful Quality Improvement resources for use in veterinary practice.

Key responsibilities

1. To develop and manage the resources so that they continuously meet high standards.
2. To work with the internal team, our volunteers, and Quality Improvement Champions, to engage veterinary teams in Quality Improvement using social media, our websites, online and in-person events etc.
3. Manage and run the Quality Improvement Knowledge Awards.
4. Managing our Quality Improvement content on our websites.
5. To provide administrative support internally and with the people that we work with.
6. Events, conferences, congresses, and stakeholder meetings which, from time to time, will involve travel (at our expense) and working outside of normal working hours.
7. Creating project reports, monitoring project performance.

Other

8. Translate conversation into action.
9. Maintain effective two-way communication with the people we work with, being organised, allowing enough time and advanced notice when working with others.
10. Forward-plan.
11. Manage office systems.
12. Communicate effectively.
13. Assist with management of diaries, organise travel and accommodation where necessary.
14. Act as a main Quality Improvement contact for emails and external callers. Deal with queries professionally, efficiently and in a sensitive manner.
15. Maintain a good working knowledge of all aspects of the organisation, including the Quality Improvement Project, to take the role of a well-informed ambassador.
16. Undertake training and attend professional development.
17. Contribute to the wider activities of RCVS Knowledge as appropriate.
18. Undertake any other duties commensurate with the objectives of the post.

Skills, knowledge & experience

- RVN or MRCVS
- Organised, deadline driven.
- Detail oriented.
- Adaptable to new technology.
- A strong work ethic and positive 'can-do' approach.
- Customer-focussed.
- A team player.
- Diplomacy and tact.
- Excellent writing and proof-reading skills; able to produce high-quality, clear and persuasive written material. Ability to tailor communications to different audiences and according to different media (email, print, web, social).
- Confidence in meetings and in communicating/networking with a range of internal and external stakeholders.
- Ability to challenge the status quo and put in place systems and processes to deliver improvement.
- Highly self-motivated, confident, pro-active, innovative, with ability to work independently on own initiative, accurately to tight deadlines and to prioritise between conflicting demands to ensure targets are met.
- Ability to make operational decisions within policies and procedures, using knowledge and experience, but will refer upwards on more complex issues when necessary.

Desired (not necessarily required) skills, knowledge & experience

- Ability to use Microsoft Office.
- Social media knowledge and experience.
- Experience of web editing and CMS (e.g. WordPress).
- Quality Improvement knowledge.