## Role Profile

<table>
<thead>
<tr>
<th>Role Title: Administrator, Canine Health Schemes</th>
<th>Responsible to: Business Manager, Canine Health Schemes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Directorate: Operations</td>
<td>Responsible for: N/A</td>
</tr>
</tbody>
</table>

### Purpose of Role:

- To assist in the administration and growth of the Canine Health Schemes.

### Key Responsibilities:

- Check and process eye certificates received for accuracy, completeness and irregularities. Input results onto the Kennel Club’s database
- Check hip and elbow certificates and radiographs received for accuracy, completeness and irregularities
- Process hard copy and digital hip and elbow submissions
- Prepare, for hip and elbow sessions, approx. 300 submissions for scoring and grading. Assist the Scrutineers in the scoring/grading sessions
- Process payments received
- Deal with telephone and written enquiries.
- Assist with organising and attendance at events such as Crufts.
- Working with 2 database systems to efficiently process submissions
- Processing of paperwork as relevant for each Scheme
- Carry out any other duties commensurate with the post as may from time to time be deemed necessary by the Manager CHS

### Scope of role

- Plan and prioritise day to day and weekly work especially ensuring adherence to processing deadline for weekly scoring sessions.
**People**

- There is no direct internal relationship for which this role is responsible. However, the role will deal with communications (written, telephone and electronic) from outside bodies e.g., veterinary surgeries and the Kennel Club and may be asked to provide information about the Canine Health Schemes to other areas of BVA.

**Initiative/innovation**

- Desk procedures are available for day to day work within the department.
- The Schemes themselves work under a clear set of guidelines and procedures, these are available for reference in the case of query from outside bodies/individuals.
- The department works as a team and relies on each team member to use their initiative to be aware and highlight the need for work to be completed in a particular area.

**Resources**

- n/a

**Influence/impact**

- Accurate and timely processing promote a positive image of the Schemes.
- Confidence and therefore take up of the Schemes is enhanced by efficient, accurate and tactful handling of queries.

**Knowledge, skills and expertise**

- Experience of office procedures including word processing.
- Experience of using an Access database is an advantage.
- Experience of using Microsoft Dynamics is an advantage.
- Previous experience of working in a fast-paced admin role is an advantage.
- Accuracy and attention to detail is essential to process the high volume of documentation accurately.
- Good personal communication skills, to ensure effective and tactful communications when dealing with queries.