

Role Profile

<p>Role Title: Head of Operations and Business Development, Canine Health Schemes</p>	<p>Responsible to: Commercial Director</p>
<p>Purpose of Role:</p> <ul style="list-style-type: none"> To lead the operational management and strategic business development of the Canine Health Schemes, driving growth of the schemes through marketing, digitisation and service development while maintaining high standards in day to day operational delivery and effective communication with key stakeholders. 	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Manage all aspects of the canine health scheme business, ensuring that the processing of submissions and the issuing of certificates meets required service level standards. Lead the team in the delivery of high-quality level of service and support to veterinary surgeons, dog breeders and owners, and scheme assessment specialists. Lead on the creation and delivery of a business development strategy for Canine Health Schemes to drive growth through marketing, digitisation, service and process development, and relationship building Provide effective line management for the CHS team, including leading change within the team to drive the uptake of submission. To be the public face of Canine Health Schemes among relevant animal welfare charities, associations, breed clubs, and other stakeholder groups Work with the marketing team to develop and implement an annual marketing plan that delivers growth in scheme submissions and revenue. Provide leadership and management in the completion of change projects to develop the schemes Manage the BVA relationship with the Kennel Club, ensuring effective communication and facilitating and managing the joint BVA/KC Management Committee meetings. Arrange and own all meetings with scheme assessment specialists, ensuring actions arising are followed up promptly. Ensure that the CHS schemes are professionally represented at national events and online platforms Carry out any other duties commensurate with the post as may from time to time be deemed necessary 	

People

- Line management responsibility for the Canine Health team (currently 4 members of staff)
- Providing guidance to, and close working with, the CHS Marketing Officer
- Close working with the Head of Digital and external suppliers in scoping and delivery of digital projects
- Close liaison with the CHS Chief Panellist and Chief Scrutineer
- Work with the Commercial Director and Marketing team to develop existing markets and grow the schemes

Financial Resources

- Manage the health schemes budget and resourcing requirements
- Creating relevant business cases for investment in the development of the schemes
- Expenditure sign off for expenses within agreed budget

Knowledge, skills and expertise

- Demonstrable experience of managing operational team (overseeing administrative processes, delivering agreed service levels etc.)
- Demonstrable experience of managing staff, including through periods of change
- Demonstrable strategic business development skills and track record of delivery
- Demonstrable project management skills
- Excellent customer service knowledge and skills
- Excellent written and oral communication skills
- Excellent interpersonal skills
- Computer literate in Word, Excel and PowerPoint and possessing the ability to pick up new software packages easily following training
- Budget management and responsibility

Desirable but not essential:

- Knowledge of and interest in canine health and welfare
- Veterinary sector experience
- Marketing experience