



Job description

Job title:	Project Officer
Type of employment:	Full time - permanent
Location:	Hybrid. At least one day a week in the London office.
Reporting to:	Project Manager
Direct reports:	None
Salary:	£33,000 – 36,000 (Implement)

Background

We are RCVS Knowledge, a charity with a mission to advance the quality of veterinary care for the benefit of animals, the public and society. We empower and support veterinary teams to provide evidence-based, quality care and improved animal health and welfare outcomes.

Our **vision** is for healthier animals, people and planet.

Our **mission** is to advance the quality of veterinary care for the benefit of animals, the public, and society.

Our **purpose** is to empower and support veterinary teams to provide evidence-based, quality care and improved animal health and welfare outcomes.

Our strength is in working together with veterinary teams, animal owners and all those involved in animal health to advance the quality of veterinary care.

We are the charity partner of the Royal College of Veterinary Surgeons (RCVS).

This role reflects our [organisational values](#): integrity, collaboration, ambition, inclusion and empowerment.

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RCVS Knowledge is a registered Charity No. 230886. Registered as a Company limited by guarantee in England and Wales No. 598443.

Job purpose

As Project Officer, you will play a pivotal role in the successful delivery of RCVS Knowledge's programmes by providing high-quality operational and coordination support. You will be working across a range of exciting projects supporting quality improvement, contextualised care and antimicrobial stewardship initiatives. Acting as a central point of contact for internal and external stakeholders, you will ensure enquiries are managed professionally and efficiently.

You will be responsible for coordinating day-to-day programme activity, proactively managing tasks, timelines and priorities to ensure projects are delivered smoothly, to a high standard, and in line with organisational objectives. You will identify and address issues as they arise, support effective communication across teams, and contribute to continuous improvement in processes and delivery.

Through your organisation, attention to detail and proactive approach, you will help enable the team to deliver impactful, evidence-based initiatives that support the veterinary profession.

Key responsibilities

- Coordinate and carry out project activities
- Maintain up-to-date project documentation and file management
- Develop and maintain resources so that they continuously meet high standards
- Coordinate the Knowledge Awards
- Support the collection and basic analysis of data from surveys, audits, registries, events and other sources
- Maintain stakeholder databases, mailing lists and distribution groups according to our data governance framework
- Provide high-quality administrative delivery and support to the team and external stakeholders during collaborative projects
- Coordinate events and stakeholder meetings, which may from time to time involve travel and working outside of normal working hours
- Create project reports including monitoring of project performance

Other

- Identify routine delivery issues and propose practical solutions or adjustments to maintain progress
- Act as a first point of contact for the department, responding in a professional, timely and helpful manner
- Identify data inconsistencies or gaps and take steps to resolve or clarify them in line with project needs

- Coordinate content management on websites and digital platforms, working in collaboration with the communications and marketing team, ensuring accuracy and accessibility
- Contribute to continuous improvement of operational processes, suggesting enhancements and supporting implementation
- Represent RCVS Knowledge professionally in communications with partners, stakeholders, and participants
- Contribute to the wider activities of RCVS Knowledge as appropriate and undertake any other duties commensurate with the objectives of the post

Person Specification

Essential

- Highly organised, proactive and detail oriented
- High-quality written and verbal communication skills, with experience producing reports, summaries or written resources
- Strong numerical skills, with an ability to do basic numerical analysis
- An eye for detail when processing information
- Excellent interpersonal skills, with confidence communicating with a range of stakeholders
- Experience supporting projects or providing administrative support in a busy environment
- Ability to work independently within set priorities and resolve straightforward delivery problems
- Ability to use MS Office and adapt quickly to new software and systems
- Ability to prioritise multiple tasks and manage time effectively
- Ability to take initiative and translate discussions into timely, practical actions

Desirable

- Experience in veterinary, healthcare, research, charity or data-driven programme settings
- Experience with content management systems, website editing or digital content management
- Understanding of Quality Improvement (QI), Evidence-Based Veterinary Medicine (EBVM), or audit processes
- Experience supporting events, webinars or conferences
- Experience working with databases, spreadsheets or survey tools