

## **Job description – HeartVet Diagnostics Telemedicine Service Administrator, Heartvet Solutions Ltd**

HeartVets are seeking a motivated and engaging colleague to join our telemedicine administration team. We operate the largest ambulatory ECG (Holter monitoring) rental service in Europe and also handle data submissions from clients all over the world. Our online cardiology shop offers ECG machines, Holter monitors and Echo Tables which we dispatch worldwide and we are the only veterinary re-seller for Spacelabs, a global human diagnostic cardiology company.

The ideal candidate will enjoy building relationships and communicating with clients from across the veterinary industry. Our busy service uses a number of IT systems and hence you must be comfortable with using computer-based applications and familiar with Microsoft Office. All training will be provided for specific software and ECG hardware.

This role is office-based in Exeter, Devon. Whilst some degree of flexible working may be possible, the successful candidate would be expected to come into the office for the majority of each working day.

As well as telemedicine, the HeartVets group comprises a large clinical cardiology referral service across the South West UK and Wales under our sister company Heartvet Consultants Ltd. We continue to work closely together as one group and the new colleague will therefore have the opportunity for some clinical exposure and both professional and social interaction with our wider team.

**Salary package:** Base salary commensurate with experience and qualifications. 5 working weeks annual leave plus all bank holidays (pro-rata for 5 day week), no weekend or OOH work requirement, additional benefits package including CPD allowance, private company pension scheme, private medical insurance, enhanced parental/sick leave, electric car salary sacrifice scheme and Headspace subscription.

**Reporting to:** Holly Jones, Diagnostics and Telemedicine Manager, HeartVet Solutions.

### **Role Summary**

The Diagnostics and Telemedicine Service Administrator assists with the day-to-day running of our online cardiology service. This will include speaking to veterinary practice teams and cardiologists, managing transfer of ECGs, echo images, radiographs and clinical data to us, overseeing the diagnostics workflow between our Holter analysts and clinicians, and sending out of reports to our clients in a timely and efficient manner. All duties should be performed in alignment with the HeartVets core values of compassion, collaboration, professionalism and integrity.

### **Job Description**

- **Administrative Duties:**
  - Handle email and phone enquiries in a timely and professional manner
  - Process data analysis, reports, and advice requests from initial contact through to completion
  - Prioritise urgent requests and manage workload effectively
  - Maintain accurate and up-to-date records

- Ensure compliance with GDPR obligations
- HeartVets - Beecardia ECG Service:
  - Set up and configure Beecardia ECG tablets and equipment kits
  - Build and maintain relationships with primary care veterinary practices
  - Establish ECG services for new practice partners
  - Coordinate with Beecardia to manage stock levels and ensure service continuity
- Holter Service and Equipment Management:
  - Support the Holter monitoring service for both equipment rentals and data submissions from external cardiology clients
  - Coordinate with Holter analysts to ensure efficient workflow and timely analysis
  - Maintain accurate records of Spacelabs equipment sold through our reseller agreement
  - Monitor and manage stock levels for all consumables required for the Holter rental service
- IT
  - Work with IT partners (Lupa and First4Tech) to help identify and troubleshoot any IT queries for either the systems we use, or offer to our clients including:
    - Lupa practice management system
    - Spacelabs (Pathfinder and Lifescreen Pro)
  - *Note: no prior knowledge of these systems is required; comprehensive training will be provided.*
- Continuing Professional Development (CPD)
  - Attend mandatory internal journal clubs and morbidity & mortality (M&M) rounds during working hours
  - Participate in CPD activities provided by HeartVets, including:
    - Active involvement in conferences
    - CPD planning and program development
    - Contributing to HeartVets CPD delivery
  - Maintain personal CPD requirements and fulfil RCVS obligations (if on RCVS Register).
  - Track CPD activities via the RCVS 1CPD platform (where applicable).