

JOB DESCRIPTION

- Job Title:** ➤ Administrator – Events team
- Department:** ➤ Development & Engagement
- Contract:** ➤ Permanent
- Salary:** ➤ £29,120 per annum
- Reporting to:** ➤ Senior Events Executive
- Direct Reports:** ➤ None
- Location:** ➤ Victoria, London (hybrid working with one to three days in the office each week) with some England-based travel.
- Website** ➤ www.nhsproviders.org

About NHS Providers

NHS Providers is the membership organisation for the NHS hospital, mental health, community and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in England in voluntary membership, collectively accounting for £115bn of annual expenditure and employing 1.4 million people.

We are highly regarded for our effectiveness and impact. We are the 'go to' organisation for comment and debate on the issues facing public providers of NHS services, and we believe that the work we do makes a real difference to our members, their staff, and patients.

We are a busy, high performing team of around 100 staff, based in central London, although we are flexible and work in a hybrid format, with both office and homeworking.

Our values are at the centre of who we are, what we do, and how we behave:



The Role

Part of the Development and Engagement directorate, the Events and Conferences team delivers the organisation's large conference programme, including the flagship annual conference and exhibition. The team also has responsibility for a series of influencing events - a mixture of online sessions and dinners – and supporting the commercial partner events.

The postholder will work closely with the team's second administrator in providing comprehensive administrative support to a range of different events, contributing to their successful delivery, whether virtual or in-person.

Up to 25% of the postholder's time will also be spent supporting other programmes within the Development and Engagement Directorate, offering experience in a wider range of types and sizes of events.

Job Purpose

To provide coordination and administrative support to the Development and Engagement department, in relation to its training, development and support programmes, events and conferences.

Nature and Scope

To work closely with the team in taking responsibility for the efficient administration and delivery of NHS Providers programmes, providing support to the events team and wider development and

engagement activities, in the delivery of events, conferences and development programmes, delivered both face to face and virtually.

Accountabilities

Main Duties

- Provide comprehensive administrative service support to a range of different events. This will include scheduling, pre-event planning, providing support to members (via phone, e-mail and face-to-face), liaising with venues, monitoring bookings, logistical support and note taking.
- Coordinate speakers and colleagues for events by liaising with content leads, sending speaker invitations, coordinating briefing calls, drafting written briefings, booking travel and accommodation as required, processing expenses, providing feedback, and keeping up to date records of speaker/trainer capabilities, availability, and contracts.
- Provide professional and efficient logistics and delegate support at face-to-face and virtual events as required.
- Coordinating various elements of conference management, such as staff attendance or showcase presentations/exhibitions.

Website and systems:

- Working alongside the comms team to proactively maintain sections of NHS Providers website to ensure this is up-to date and relevant.
- Maintain the organisation's Microsoft Dynamics customer relationship management (CRM) system as relevant to the programme/event, this may involve adding and amending member details and running appropriate reports to support the business functions of the organisation.
- Utilise bulk email tools (DotDigital) and event registration platforms (Eventsforce and Microsoft Dynamics) to support programme/event planning and delivery.
- Act as a representative of the events team on internal working groups to ensure team needs are considered in changes to, or developments of, systems.

Monitoring and evaluation:

- Assist in programme/event evaluation e.g. developing post-event surveys and supporting the post-event analysis.
- Undertake financial processing and regular monitoring of income and expenditure where required.

- Maintain accurate records for all aspects of the programme/event to support senior level reporting.
- Work with the analysis team to develop and implement intelligent dashboard reporting to record and analyse programme data such as delegate booking numbers, income, expenditure, and event feedback.
- To contribute to event debriefs, review feedback and implement improvements to processes.

Communications and marketing:

- Promote excellence in customer and support, efficiently handle enquiries, and resolve issues in a timely and professional manner.
- Implement marketing strategies to promote the programme/event along with increasing bookings and engagement.

Programme/event development:

- Contribute to business planning and future developments, as required.
- Contribute to project team and other team discussions, as appropriate.
- Set up meetings and liaise with senior level internal and external colleagues to feed into programme and event planning and processes.

Other:

- Undertake any other administrative duties as may be required either on a temporary basis or following mutually agreed changes to this job description as a result of organisational changes.

EXPERIENCE AND UNDERSTANDING

PERSON SPECIFICATION

Attributes	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> ✓ Experience of working in an administrative role within a busy office. ✓ Experience of successfully dealing with executive and senior level customers, clients or the public. ✓ Experience of events administration. 	<ul style="list-style-type: none"> ✓ Experience of using a CRM system ✓ Experience of using a website content management system ✓ Experience of video conferencing platforms such as Zoom or MS Teams ✓ Involvement in developing learning material ✓ Experience of working with external suppliers ✓ Experience of taking meeting notes
Knowledge	<ul style="list-style-type: none"> ✓ Knowledge of/interest in the NHS. 	<ul style="list-style-type: none"> ✓ Knowledge of membership organisations.

Skills	<ul style="list-style-type: none"> ✓ Proficient in use of Microsoft Office suite and Outlook. ✓ Ability to work as part of a team and also able to use own initiative working with minimum supervision when required. ✓ Strong communications skills, both written and verbal, with the confidence to communicate with people at all levels. ✓ A pro-active approach with enthusiasm, commitment and flexibility. ✓ Ability to work under pressure, to meet deadlines and exercise good judgement. ✓ Ability to absorb, analyse and impart information quickly. ✓ Ability to work flexibly, across multiple projects concurrently, with changing priorities. 	<ul style="list-style-type: none"> ✓ Ability to contribute to team discussions and programme planning.
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Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

Equality and diversity

We're working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author, and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers.

We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

Place of work and hours

NHS Providers' office is located in Victoria, London. We are working in a hybrid format, where staff work between one and three days a week in the office. Staff can apply to work permanently at home, and this will be considered on a case-by-case basis, taking into account individual circumstances, the nature of the role and operational needs.

NHS Providers is supportive of flexible working and will give reasonable consideration to requests for reduced hours/part time working, compressed hours, staggered hours (early start/late finish etc), annualised hours, and job sharing.

Staff benefits and groups

We offer a wide range of benefits:

- 25 days holiday plus two additional days off at Christmas.
- Personal development training and memberships to professional bodies.
- Study leave, help another leave day, service-related leave, and the potential to purchase up to five days extra off per year.
- Enhanced maternity and paternity leave pay.
- Season ticket loan for travel.
- Access to life insurance and dental plan.
- Enhanced pension scheme.
- Flu jabs.
- Eye test.
- Cycle to work scheme.
- Health and wellbeing initiatives.
- Access to the employee assistance programme, a confidential counselling service.

For more information, please contact HR by emailing lydia.kirton@nhsproviders.org.

We also run a number of staff groups to provide support and a safe space to discuss issues that matter to staff:

- The Race Equality and Cultural Inclusion group.
- Mental Health group.
- LGBTQ+ group.

How to apply

Please send a CV and covering letter setting out why you are interested in the role and how you meet the person specification to recruitment@nhsproviders.org by 12 noon, on 24 June 2024.

Interviews will take place from the 4 July 2024.