

Job title:	Healthcare and Community Events Manager
Location:	Hybrid (minimum 2 days in the Head Office, London SE1 and more as required during event weeks)
Department:	Services and Support
Reporting to:	Head of Health Information and Engagement
Salary:	£32,000- £34,000

About us:

Muscular Dystrophy UK is a charity that connects a community of more than 110,000 people living with one of over 60 muscle wasting conditions, and all the people around them. So, everyone can get the healthcare, support and treatments needed to feel good, mentally and physically.

This is an exciting time to join Muscular Dystrophy UK. We recently launched our new [10-year strategy](#) to transform the lives of people living with muscle wasting conditions. Our vision is clear, a world without limits for people with muscle wasting conditions, and we won't stop until we achieve it.

Main purpose of the role:

This is a new role within the team, and the main purpose will be to develop and deliver Muscular Dystrophy UK's portfolio of events for individuals, families, and healthcare professionals. You will work closely with the Head of Health Information and Engagement and regional teams to plan, manage, and deliver support service events and professional training programmes. The role will ensure events are inclusive, accessible, and responsive to the needs of the diverse communities supported by MDUK, while maximising engagement opportunities and providing high-quality information and support.

Main tasks and responsibilities:

1. Lead on the review, development and delivery of community events, including in person events:
 - Review development and delivery of information days for people living with a muscular wasting or weakening condition.
 - Developing agendas and speakers in collaboration with colleagues across the wider team. For physical and for virtual events conducting site visits and risk assessments to assess venue suitability, accessibility, safety, and compliance
 - Work with external stakeholders, and organisations
 - Create suitable evaluation and feedback measures for each event
 - Cross collaboration with the marketing and communications and trust fundraising teams to ensure timely promotion of events and management of event publications and resources and funding applications.

2. Lead on the delivery of virtual webinars:
 - Planning and chairing of virtual webinars for community and health care professionals across a range of topics and condition-specific information relating to muscle wasting and weakening conditions
 - Arrange suitable webinar participants, for example expert clinicians and people with a lived experience
 - Monitor and log webinar attendance for reporting purposes, including logging on CRM database
 - Analyse and reflect on our current webinar portfolio, to inform future development and growth.
 - Work with internal relevant teams to ensure the events are planned and delivered at suitable times, considering existing priorities and the charity's wider events calendar.

3. Lead on development and delivery of a range of national and regional upskilling and networking events in person, hybrid and online for neuromuscular health professionals and other allied health professionals.
 - Liaise with external stakeholders to promote and grow the reach of these events. Develop relationships within the sector to facilitate growth. For example, Care Advisor Networks, Royal Colleges, NHS networks and other professional bodies.
 - Establish strong working relationships with our network of healthcare professionals and work closely with the wider Muscular Dystrophy UK team to broaden our reach through promotion of events through suitable communication channels.

4. Monitoring and evaluation of events
 - Responsible for the monitoring and evaluation of the events portfolio. Capture and record relevant data and feedback to ensure the portfolio is meeting needs. Use this information to develop recommendations for continuous improvement within the events portfolio.
 - Evaluate events to assess impact, implement changes based on evaluation results, and maintain an ongoing process for continuous review and improvement.

Values and behaviours

- A positive attitude and approach that reflect the charity's values.
- A commitment to contribute to the development of the charity and the development of the team.
- A commitment to and an understanding of disability issues, equal opportunities and diversity.
- Demonstrates role model behaviour at all times.

Experience	
Experience in healthcare and community events organisation either in the voluntary sector or within other relevant professional bodies.	Essential
Track record of success in delivering in person, hybrid and online events to target and budget	Essential
Knowledge of health and safety, safeguarding and risk assessment measures.	Essential
Experience managing event budgets and reporting on expenditure	Essential
Experience of using a CRM database (preferably Microsoft Dynamics)	Desirable

Experience in working with a range of key stakeholders and managing relationships across teams.	Desirable
Personal qualities and knowledge	
Enthusiastic, highly motivated and a positive attitude	Essential
Creative – good lateral thinker	Essential
Strong interpersonal skills	Essential
Ability to work cross-functionally	Essential
Highly organised and efficient	Essential
Skills	
Excellent written and verbal communication skills	Essential
Knowledge of using cloud-based communication platforms such as Zoom and Teams.	Essential
Exceptional time management skills, with the ability to manage several projects at the same time.	Essential
Details	
Hours – 35 per week, some evening and weekends required. Expectation to attend in person events across the UK and support the team at other events when required.	
Holidays – 25 days The holiday year runs from 1 April – 31 March.	
Time off in lieu will be provided for evening and weekend work. Full time permanent role	