

Job Description	
Post	Programmes Co-ordinator
Salary	£30,000 - £32,000 (5% Pension contribution)
Contract	Full time / permanent
Hours	35 hours per week (we support flexible working)
Location	Hybrid – Home working and London office
Accountable to	CEO The Point of Care Foundation
Responsible to	Head of Staff Experience

The Point of care Foundation is a registered charity and social enterprise.

Our vision is radical improvement in the way we care and are cared for.

Our mission is to humanise health and social care by working to improve patients' and service users' experience of care and increase support for the people who work with them.

Our objectives for public benefit, as set out in our constitution, are:

Advancement of education particularly those working in health and social care, in methods and skills to improve patient and service user's care experience and to promote research for the public benefit with the object of improving health and social care outcome for patients, service users and their families and carers.

We achieve this through the delivery of a range of programmes and bespoke consultancy work. Our current activities can be seen on our website [here](#).

Our Values:

- Innovative and inspirational
- Practical and supportive
- Based on best evidence
- Independent and transparent
- Committed to what we do

Job Purpose To provide programme co-ordination and administration to support the effective delivery of the full range of programmes offered to our clients and stakeholders.	
Key responsibilities	
Working relationships	<ul style="list-style-type: none"> • Immediate working relationships across the Programmes Team as well as a key part of the all-staff team. • Participate in programme team and all-staff team meetings
Administration and reporting	<ul style="list-style-type: none"> • Ensure external enquiries are monitored, logged correctly and followed up • Help trouble-shoot with support from the Programme Manager. • Ensure databases, filing and storage systems are up to date and GDPR-compliant • Co-ordinate Programmes Team meetings, to include inviting attendees, booking rooms, taking notes and logging actions • Manage programmes email inboxes • Assist with the development of new resources, e.g. promotional material and website content • Provide contract administration for POCF mentors and associates • Support the Programmes Team with monitoring of activity and costs.
Training and events	<ul style="list-style-type: none"> • Ensure training and event requirements are in place, including liaison with venues, room and equipment booking, catering, room set-up, venue management and material preparation • Manage training and event bookings and liaise with participants and external faculty, including booking travel and hotels where required • Monitor and update event planning platforms and complete essential and ad-hoc tasks for events • Provide administration for online training and events, including setting up automated communications, responding to enquiries and editing Zoom recordings. • Co-ordinate post-event administration, including evaluation surveys, certificates, post-event enquiries and follow up • Assist in the organising and delivery of webinars and other engaging content across programmes.
Relationships	<ul style="list-style-type: none"> • POCF colleagues • Mentors and associates • Existing clients • External stakeholders and new customers / clients. • Course / group participants

Organisational and personal development	<ul style="list-style-type: none"> • Be aware of and embody The Point of Care's values. • Contribute to the smooth running of the office. • Contribute to the development of the team/organisation, participating in team development days and in processes for feedback and review. • Assess and mitigate risk in own areas of responsibility. • Understand and communicate The Point of Care aims and values to interested parties. • Encourage and support the development of others, by engaging in and contributing to the POCF as a learning organisation and to developing a compassionate and inclusive culture.
Other	<ul style="list-style-type: none"> • Represent the POCF in a professional and positive manner with both internal and external stakeholders, and in doing so reflect the values of the organisation • Undertake any other duties that may reasonably be required, and are commensurate with the grade of the job, in furtherance of the objectives of the POCF mission • Ensure compliance with the POCF policies, procedures, and contract of employment

Person specification

Requirement	Description	Essential (E) / Desirable (D)
1. Education and qualification (or by experience)	A minimum of a full Level 3 qualification (Three A levels or BTEC National Diploma) – or equivalent	E
2. Organisational skills	Organised and methodical approach to work with excellent attention to detail	E
	Able to plan own work and on occasion that of other members of the team	E
	Relevant experience of establishing administrative procedures in office environment	D
	Ability to respond positively to pressure and changing priorities	E
3. Can manage own workload	Will prioritise tasks as necessary and will ask if in doubt	E
	Will plan work to meet deadlines	E
4. Communication skills	Excellent interpersonal skills and ability to develop and maintain relationships with stakeholders, clients and team members	E
	Excellent communication skills, both written and verbal with ability to write reports and promotional material	E
5. Relationship	Ability to build relationships with members of the team and with clients and other external stakeholders	E
	An understanding of, and commitment to, equal opportunities and cultural diversity	E
6. Handling data and information	Excellent attention to detail	E
	Understanding of GDPR requirements	E
7. IT	Excellent IT skills	E
	Experienced user of MS Office suite	E
	Basic understanding of purpose and function of databases	E
	Experience of CRMs	D
8. Team player	Commitment to the mission and values of The Point of Care Foundation	E
	Good team player	E
	Will assist other members of the team when required	E
9. Personal development	Interested in continuing development of self and skills	E

Recruitment process

1. Application

If you are interested in this role and wish to apply, please send your CV together with a covering letter to recruitment@pointofcarefoundation.org.uk by Midnight on 12th February 2024. In your covering letter please explain your motivation for applying for the role and demonstrate how you meet the person specification.

2. Shortlisting

We will inform the candidates who have been shortlisted on 16th February 2024.

3. Interviews

Interviews will be held in person at our office in London SE11 on 21st February 2024.