

Job Description



Job title:	Programme Administrator
Department:	Development and Engagement
Initial term:	Full time, one-year fixed term contract with the option to extend
Salary:	£28,000 per annum +generous benefits
Reporting to:	Senior programme coordinator
Direct reports:	None
Location:	Victoria, London. Hybrid working with one to three days in the office each week. The role may also require some travel around England.

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 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:



Purpose of this role

We are currently looking to recruit a Programme Administrator to provide programme administration to our digital transformation development programmes.

Our digital programmes for **NHS trust boards** and **integrated care systems**, deliver a high volume of outputs throughout the year, collaborating with external project partners to deliver support offers to our senior leaders across health and social care. This is an exciting opportunity for someone who is looking to build their project management and event experience across busy and high-performing teams.

Our Development and Engagement Directorate

Our Development and Engagement directorate leads on our strategic priority to support trusts and their local system partners to drive improvement and innovation in an environment of unprecedented pressure. We provide peer learning, training and development opportunities designed to help NHS leaders step back, learn from good practice both within the health and care sector and beyond, and take away practical insights to apply. Within this directorate, our programmes team delivers programmes covering a wide range of topics to support NHS leaders. Much of our work is delivered in partnership with external stakeholders.

Nature and scope

To work closely with the Programme Leads across our digital programmes and other projects, taking responsibility for the efficient administration of events, systems, and processes.

Accountabilities

Programme administration:

- Provide diary coordination across programmes including liaising with external delivery partners and stakeholders in a professional manner.
- Manage the administration process for programmes, contributing to project planning as required.
- Lead on minute taking, action capturing and agenda setting where appropriate to ensure the smooth running of programmes.
- Contribute to business and programme planning meetings along with programme leads and external delivery partners, to help inform the direction of delivery to meet member needs.
- Provide additional support to programmes as required. This could include preparing presentations or creating speaker briefings.

Event administration:

- Lead on event administration processes across programme activities including delegate management, monitoring event booking numbers and producing delegate lists.
- Provide administration to programme events during face to face and virtual settings including liaising with delegates in a timely and professional manner, communicating with venues and managing the on the day logistics.

Systems and processes

- Support Programme Leads with evaluation and reporting including analysing data to inform progress reports, collecting good practice and identifying trends.
- Effectively maintain programme management tools including MSTeams, Trello, Miro and Slack.
- Provide post event analytics including on the day evaluations and support wider evaluation meetings, activities, and reports.

Marketing and communications:

- Supporting the Programme Leads to effectively market and promote the programme through creating event webpages, updating marketing material, and helping to disseminate programme content.
- Managing programme inboxes, ensuring all queries are dealt with in a timely and professional manner or escalated to the relevant team members.
- Liaise with internal and external stakeholders to deliver a high level of customer service

Other:

- This role will involve working across busy and high performing programmes, requiring a flexible approach to managing tasks.
- Undertake any other administrative duties as may be required either on a temporary basis or following mutually agreed changes to this job description because of organisational changes.

Person specification

Attributes	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> ✓ Previous experience working in a busy environment, prioritising workloads and completing tasks to deadlines. ✓ Confident in the use of Microsoft Office suite and Outlook (Word, Excel, PowerPoint). ✓ Experience of dealing with senior individuals, customer management or the public. 	<ul style="list-style-type: none"> ✓ Experience of using a CRM system. ✓ Working knowledge of online event management platforms. ✓ Experience of working in a role with context in a complex environment. ✓ Experience of video conferencing platforms such as Zoom or MS Teams. ✓ Experienced in writing accurate minutes. ✓ Experience of using project management tools such as Trello.
Skills and ability	<ul style="list-style-type: none"> ✓ The ability to work as part of a team and on your own initiative with minimum supervision when required. ✓ Excellent organisational, prioritisation and time management skills. ✓ The ability to complete work with a high degree of accuracy and attention to detail. ✓ Ability to work under pressure, to meet deadlines and exercise good judgement in managing own workload. 	<ul style="list-style-type: none"> ✓ Ability to contribute to team discussions and programme planning.

	<ul style="list-style-type: none"> ✓ Enthusiasm, energy, commitment, and ability to work flexibly, responding well to change. ✓ Strong communication skills, both written and verbal, with the confidence to communicate well with senior level professional audiences and colleagues 	
Knowledge		<ul style="list-style-type: none"> ✓ Knowledge of membership organisations. ✓ Knowledge of/interest in the NHS.

This team runs events across the country. Travel and flexible working, including overnight stays, may be required.

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.

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.

We have 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.

Please note, those invited to interview will be required to respond to a set task, to be presented as part of the interview process.

For an informal conversation about the role, please contact [Louise Horgan](#).