

## JOB DESCRIPTION

- Job Title:** ➤ Programme Administrator
- Department:** ➤ Development & Engagement
- Contract:** ➤ One-year fixed term with option to extend
- Salary:** ➤ £29,120 per annum
- Reporting to:** ➤ Programme Development Manager (Race Equality)
- 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](http://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

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.

Drawing on our trusted relationship with our members, we provide peer learning and training and development opportunities designed to help NHS leaders step back, learn from good practice both within the sector and beyond, and take away practical insights to apply.

Our offer is delivered both virtually and face to face. It includes conferences, whole board development sessions, webinars, peer learning forums, action learning sets and masterclasses, alongside a range of publications from how-to guides and case study briefings to blogs, videos, and podcasts.

Our approach is built on inhouse expertise and a growing range of strategic partnerships which enable us to develop and grow our offer. This includes highly valued relationships with a group of commercial partners, with our programme funders, and with partner organisations across the health and care sector who contribute to our programme content.

Our work is underpinned by extensive member engagement, with all trusts currently accessing at least one of our programmes every year. Ongoing feedback and member insight is critical not just in evaluating and continuously improving our offer. It also powers our ongoing national influencing on the policy changes required to enable members to tackle health inequalities, support their staff and deliver the best possible care for patients and service users.

The Race Equality programme aims to support boards to effectively identify and challenge structural race inequality as a core part of the board's business. Our health inequalities programme has been designed to help our members to make sense of health inequalities and embed it as part of 'core business'. The programmes focus on sharing research, evidence-based interventions and lived experiences through a range of events and resources for boards.

## Job Purpose

To provide administrative support to the Race equality and Health inequalities programmes. In particular to:

- Provide administrative and logistical support for the production, planning and delivery of programme events, including webinars, peer learning forums and other learning events, including the collation and dissemination of follow up resources.
- Support our marketing and communications activities with internal and external stakeholders to maximise engagement in programme activities and outputs.
- Help capture member intelligence and good practice to contribute to the development of future publications and resources for members.

The post holder will also be expected to provide ad-hoc support across other programmes. This is an exciting opportunity for someone who is looking to build their event and programme support experience in busy, high-performing teams.

## Nature and Scope

The postholder will work closely with the Programme Development Managers to deliver high quality events and resources for our members. They must be able to work flexibly as part of a project team comprising staff from across the organisation.

They will proactively manage an events and support schedule to ensure speakers, delegates and NHS Providers colleagues are well briefed and prepared in advance of delivery.

The postholder will be a strong communicator, able to liaise with NHS board members and staff across NHS Providers to deliver events that meet the high standards members expect from us. The postholder will be an integral member of our Development and Engagement team. They will ensure our events draw on the team's existing expertise on what works, as well as contributing to the development of NHS Provider's wider programmes portfolio, and ensuring any insight gathered as

part of the programmes are effectively logged. They will also work closely with colleagues in the NHS Providers communication team to effectively market and promote the programmes to our members.

## Accountabilities

### Systems and Processes

- Support with post-event analytics including evaluations and reports.
- Record and analyse delegate attendance and evaluation data and to undertake ad hoc surveys as required.
- Maintain and make full use of the organisation's customer relationship management (CRM) system, Microsoft Teams, and other platforms to support programme planning and delivery.
- Effectively utilise virtual event platforms.
- Utilise bulk email tools and event registration platforms to support programme event planning and delivery.
- Proactively maintain relevant sections of NHS Providers website to ensure this is current and relevant.

### Programme & Event Administration

- Provide comprehensive administrative support pre-, during, and post event. This will include pre-event planning, providing support to members, (via phone, e-mail and face-to-face), liaising with venues, monitoring bookings, logistical support, note taking, creating surveys, post event evaluation and follow up, and raising purchase orders.
- Producing event materials including agenda documents, joining information, slides, QR codes, and other resources to a high standard, ensuring they are received in good time.
- Coordinate speakers and network chairs for events by scheduling briefing calls and diary confirmations. Booking travel and accommodation may also be required.
- Monitor email enquiries and ensure they are dealt with in an appropriate manner.
- Maintain accurate records for all aspects of the programme to support senior level reporting.
- Contribute to project team, business planning and other team discussions, as appropriate, liaising with senior level internal and external colleagues to feed into programme and event planning and processes.

### Communications and Marketing

- Provide excellent customer support, efficiently handling member queries, resolving issues in a timely and professional manner.

- Liaise with internal and external stakeholders as required.
- Ensure all pre- and post-event communication is sent in a timely manner.
- Contribute to the implementation of marketing plans and strategies, including creating email campaigns, with the support of the senior programme co-ordinator, to promote the programme/events to increase bookings and engagement.

## Monitoring and Evaluation

- Assist in programme/network event evaluation e.g. surveys and analysis.
- Undertake financial processing and regular monitoring of income and expenditure where required.
- Maintain accurate records for all aspects of the programme/network event to support senior level reporting.
- Contribute to the progression and implementation of intelligent dashboard reporting including recording and analysing programme data such as member engagement levels, expenditure, and event feedback.

## 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.
- When needed, contribute to the development and delivery of activities across the wider team.

## EXPERIENCE AND UNDERSTANDING

### PERSON SPECIFICATION

Attributes	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in an administrative role</li> <li>• Demonstrable experience of working in a fast-paced environment, prioritising workload, and completing tasks in a timely manner.</li> <li>• Experience of events organisation</li> <li>• Experience of supporting delivery of face-to-face or online events - using video conferencing platforms such as Zoom or MS Teams.</li> <li>• Proficient in the use of Microsoft Office suite and Outlook</li> <li>• Experience of successfully dealing with executive and senior level customers, clients or the public</li> <li>• Experience of taking meeting notes for senior audiences</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using a CRM system</li> <li>• Experience of using a website content management system</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge and experience of using webinar and virtual technologies to deliver high quality online events.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of/interest in the NHS</li> <li>• Knowledge of membership organisations</li> </ul>

Skills	<ul style="list-style-type: none"> <li>• Outstanding customer service focus and handling customer enquiries in efficient and timely manner</li> <li>• Ability to work as part of a team and able to use own initiative, working with minimum supervision when required</li> <li>• Strong communications skills, both written and verbal, with the confidence to communicate with people at all levels</li> <li>• Enthusiasm, energy, commitment and ability to be flexible</li> <li>• Excellent organisational, prioritisation and time management skills with good attention to detail</li> <li>• Ability to work under pressure and to meet deadlines</li> <li>• Reliable, hardworking, adaptable and well organised</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to contribute to team discussions and programme planning</li> </ul>
--------	---	--

*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](mailto: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](mailto:recruitment@nhsproviders.org) by 12 noon, on 17 June 2024.

Interviews will take place in the **week commencing 1 July 2024**.