

JOB DESCRIPTION

- Job Title:** • Programme Administrator
- Department:** • Development and Engagement
- Initial Terms** • Full time, two-year fixed term contract
- Salary:** • £29,120 per annum plus generous benefits
- Reporting to:** • Senior Development Programmes Coordinator
- Direct Reports:** • None
- Location:** • Victoria, London – hybrid (working one to three days in the office each week)
- 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. They are:



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.

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, training courses, 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.

Purpose of this role

Part of the development and engagement directorate, the development programmes team deliver a range of training and development activities for NHS boards and foundation trust governors. The team delivers over 200 events annually.

The programme administrator will work closely with development programmes team in taking responsibility for the efficient event and logistics administration of this work to deliver high quality training and support for our members. This activity is delivered virtually, in-person or hybrid.

This is an exciting opportunity for a programme administrator to continue to expand their programme and event experience in a busy, high-performing team working across two of NHS Providers' successful programmes – GovernWell and the Board Development programme.

Accountabilities

Event administration

- Provide comprehensive logistics administration for the programme's training and development events, this includes:
 - Producing and collating event collateral for example, agendas, presentations, training exercises, joining instructions and other resources to a high standard.
 - Circulating event information to delegates/clients/speakers in a timely manner.
 - Support delegates/clients with event queries (via phone, e-mail, and in-person).
 - Liaising with venues/clients.
 - Monitoring and updating event bookings.
 - On the day logistics support.
 - Minute/note taking to support event planning and delivery.
 - Creating event surveys and reporting on performance.
- Support the Senior Development Programmes Coordinators in the efficient scheduling, coordination, and delivery of events/programme activities for example, scheduling briefing calls, diary confirmations.

- Provide comprehensive, professional, and efficient logistics support at in-person, virtual and hybrid events to maintain the organisation's reputation and ensure high customer satisfaction. Attendance at in-person events may require travel around the country with overnight stays where necessary.

Programme Administration

- Responding to and proactively dealing with programme, event, and delegate queries in an appropriate and timely manner for example, email, telephone, or in-person.
- Contribute to producing programme collateral for example, newsletters, brochures, how to guides.
- Contribute to keeping programme/training materials updated to ensure high standards and consistency in the outputs delivered.
- 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.

Systems and Processes

- Maintain and make full use of the organisation's customer relationship management (CRM) system, Microsoft Teams, and other platforms to support programme/event delivery.
- Effectively utilise virtual event platforms to provide effective on the day event logistics support.
- Utilise bulk email tools and event registration platforms to support programme/event planning and delivery.
- Effectively use the event and project planning tools in place, such as Monday.com, Zoom and MS Teams.
- Proactively maintain relevant sections of NHS Providers website to ensure this is current and relevant this could include ensuring event dates and booking pages are publicised and promoted in a consistent way, and that information about the programmes is up to date.

Communications and Marketing

- Provide excellent customer support, efficiently handling member queries, resolving issues in a timely and professional manner.
- Liaise with and support the relationship with external speakers, trainers, content developers and internal colleagues in the development and delivery of the programmes.
- 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 development programmes coordinators, to promote the programme/events to increase bookings and engagement.

Monitoring and Evaluation

- Understanding event evaluation, analysing and collating themes to feed into programme planning to ensure continuous improvement.
- Undertake financial processing and monitoring of event income and expenditure where required.
- Contribute to the progression and implementation of intelligent dashboard reporting including recording and analysing programme data such as member engagement levels, income/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.

Experience and understanding

Person Specification

Attributes	Essential criteria	Desirable criteria	Tested
Experience	<ul style="list-style-type: none"> ✓ Demonstrable experience of working in a fast-paced office environment, prioritising workload, and completing tasks in a timely manner. ✓ Proficient in use of Microsoft Office suite and Outlook (Word, Excel, PowerPoint). ✓ Experience of successfully dealing with executive and senior level customers, clients, or the public 	<ul style="list-style-type: none"> ✓ Experience of using a CRM system. ✓ Experience of taking notes. ✓ Experience of using a website content management system. ✓ Knowledge and experience of using webinar and virtual technologies to deliver high quality online/hybrid events. 	Application and interview.

<p style="text-align: center;">Skills</p>	<ul style="list-style-type: none"> ✓ Excellent organisational, prioritisation and time management skills with good attention to detail to ensure outputs are of the highest quality. ✓ Ability to work as part of a team and use own initiative, working with minimum supervision. ✓ Strong communications skills, both written and verbal, with the confidence to communicate with people at all levels. ✓ Enthusiasm, energy, commitment and the ability to work flexibly, responding well to change. ✓ Ability to work under pressure to meet multiple deadlines, and exercise good judgement. ✓ Outstanding customer service focus and handling customer enquiries in an efficient and timely manner. ✓ Experience of event or programme administration. 	<ul style="list-style-type: none"> ✓ Ability to contribute to team discussions. 	<p>Application and interview.</p>
<p style="text-align: center;">Knowledge</p>		<ul style="list-style-type: none"> ✓ Understanding of membership organisations. ✓ Knowledge of/interest in the NHS or healthcare policy/NHS governance. 	<p>Application and interview.</p>

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.

This team runs events across England, ability to travel to help support the delivery of in-person events, including overnight stays, will sometimes be required.

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 are 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 to 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.
- Free access to the employee assistance programme, a confidential counselling service.

For more information, please contact HR by emailing HR@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 (RECI).
- Mental Health group.
- LGBTQ+ group (Proud Providers).

How to apply

To apply please provide 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, Wednesday 12 June 2024**.

Interviews will take place on Wednesday 19 or Thursday 20 June 2024 and will be held online.