National Academy for Social Prescribing

disability confident EMPLOYER

Closing Date: 09:00am - 07/12/2026

Programme Support Officer

Role Details

Salary: £30,385 gross per annum
Contract: Fixed-term until 31st March 2028 *(with possibility of extension)*
Hours: Full-Time *(37.5 hours per week)*
Location: Hybrid* - Southbank Centre, London
Reporting to: Strategic Lead for Healthcare Integration & Neighbourhood Health *(Line Manager)* and Strategic Projects Manager for Innovation & Culture *(Dotted Line**)*

** The role combines remote work alongside office attendance that is responsive to business and team needs. Full-time employees at NASP are typically expected to work up to two days per week in the Southbank Centre office. Flexibility for individual working patterns is agreed with line managers according to the needs of the role and team. Occasional travel is also required for staff days, visits & events.*

*** A dotted-line reporting relationship means reporting to an additional manager for direction, support and oversight of specific areas of work, while overall line management responsibility remains with the designated line manager.*

We offer a range of core benefits to staff, including:

- 30 days paid annual leave per annum, plus Bank Holidays
- Additional 2 days of paid leave per year for CPD or volunteering.
- An additional day of paid leave per year on your birthday.
- Up to 3% additional matched pension contributions (maximum of 6% employer contribution)
- Life assurance 'death in service' benefit (3x salary)
- Discounts at over 3,000 health and fitness clubs with Aviva GetActive
- Comprehensive Employee Assistance Programme including counselling, wellbeing app, and 24/7 helpline/online chat service.
- Buddy Scheme for new starters
- Contribution to annual eye test, eyeglass purchase, and flu vaccination
- Discount portal and additional discounts across the Southbank Centre site; including free/discounted reciprocal access to participating galleries & museums in London & the UK

If you require adjustments, alternative methods of application, or have any questions, please contact us at recruitment@nasp.info, and we will be happy to support you.

About Us

The National Academy for Social Prescribing (NASP) is a national charity that champions and advances social prescribing across the UK and internationally. As the designated World Health Organization (WHO) Collaborating Centre for Social Prescribing Policy and Development, we unite and mobilise countries, communities and organisations to ensure social prescribing is embedded as a vital approach to improving health, wellbeing and equity.

As set out in the NASP Strategic Plan, our ambition is to help people live the best lives they can by improving access to support that addresses the wider circumstances affecting their health and wellbeing. We support the social prescribing system through learning and development, building and sharing evidence, influencing policy and championing investment in the community organisations that make social prescribing possible.

Together, we are working towards a future where more people can access support that matters to them, wherever they live. To learn more about our organisation, partners, and social prescribing, please visit socialprescribingacademy.org.uk.

About The Role

This is a new role at NASP, which is pivotal to the effective delivery of our support offer for the social prescribing ecosystem. The role will help people and organisations across different sectors understand and strengthen their contribution to social prescribing and benefit from the programmes, resources and opportunities NASP provides.

The postholder will provide practical and administrative support across two connected strands of work: Healthcare Integration and Community Infrastructure. Working with both teams, they will help deliver relevant, useful and accessible engagement, learning and networking opportunities for stakeholders, including; healthcare professionals, social prescribing link workers, national partners, and organisations that provide activities and support in communities.

Their work will include supporting advisory groups, communities of practice, learning events, stakeholder communications, and maintaining the records and systems that underpin effective delivery. They will help ensure that resources and opportunities reach the people who need them and support stakeholders to put learning into practice.

A key aspect of the role will be supporting collaboration across teams at NASP, helping colleagues coordinate activity and stakeholder engagement, ensuring that insights from one programme can benefit another. The postholder will keep colleagues and stakeholders connected and informed, track agreed actions and support timely follow-up.

This is an ideal opportunity for a proactive and highly organised individual with excellent organisational and communications skills to support a range of impactful activities that benefit people's health and wellbeing.

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How To Apply

To apply for this role, please follow the link to our application portal here. You will be required to upload:

1. A CV
2. A covering letter *(no more than 2,000 words)* outlining how you meet the requirements of the role and person specification.

Please note that any additional files you upload, such as publications or portfolios, will not be considered during shortlisting.

To support us with monitoring our **Equal Opportunities Monitoring,** we ask also all candidates to complete our Equal Opportunities form by **clicking here.** Your responses will not be shared with the panel or used to make any recruitment decision.

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First stage interviews will be held on w/c 4th January & w/c 11th January. You will be able to indicate your availability on our application portal when applying.

Inclusion at NASP

We particularly welcome applicants from global majority and LGBTQIA+ communities, those with lived experience relevant to social prescribing, and those who identify as disabled and/or neurodiverse.

Applications are welcomed from people who wish to apply for a position based on a flexible working arrangement. Should a candidate be successful after the interview stage, any reasonable requests will be reviewed and be sought to be accommodated within the needs of the role.

As a Disability Confident Employer we guarantee an interview to candidates who identify as disabled and opt into the 'Guaranteed Interview Scheme' on our application portal, provided they meet the minimum essential criteria for the role.

We are committed to creating a fair, accessible and supportive recruitment process, and to removing barriers wherever possible. We will consider reasonable adjustments at every stage of the recruitment process to support individual needs. Adjustments will depend on your specific circumstances and request, but may include:

- Flexibility with interview times and formats and locations
- Providing application materials in alternative formats
- Accepting applications in alternative formats including video or audio

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Job Description & Person Specification

Experience and knowledge:
Essential

- Experience of planning and coordinating activities such as meetings, webinars, workshops or stakeholder engagement sessions.
- Experience of providing practical and administrative support across multiple projects or workstreams, working with colleagues to deliver shared objectives.
- Experience of producing written materials for different audiences, such as reports, summaries, newsletters or briefings.
- Experience of building and maintaining effective working relationships with a range of stakeholders.
- Understanding of social prescribing and the role of healthcare and community support in improving health and wellbeing.
- Experience of maintaining accurate, up-to-date records and project documentation, such as contact lists, action logs and project plans.
- Experience of tracking deadlines, monitoring outstanding actions and coordinating timely follow-up.

Desirable

- Good knowledge of the healthcare system and VCFSE sector.
- Experience of using customer relationship management (CRM) systems or stakeholder databases to maintain contacts, record interactions and support engagement.
- Experience of stakeholder mapping to identify relevant organisations, contacts and opportunities for engagement.
- Experience of supporting advisory groups, professional networks or communities of practice.

Skills & Attributes:

- Strong organisational skills, with the ability to manage competing priorities and meet agreed deadlines.
- Ability to work independently, take ownership of tasks and use initiative, while recognising when to seek guidance or support.
- Ability to work collaboratively across teams, share information and help coordinate activity towards shared objectives.
- Proficiency in digital tools and platforms including Microsoft Office, online event platforms (including Zoom) and design tools such as Canva.
- Strong written and verbal communication skills, with the ability to tailor information to different audiences and communicate inclusively.
- Comfortable learning new systems and working with emerging technologies.
- A practical and responsive approach to resolving problems and adapting to changing priorities
- Strong attention to detail, with a commitment to produce accurate, high-quality work.
- An understanding of and affinity with NASP's Values as defined in the NASP Strategic Plan

Key responsibilities:

Learning, Networks and Engagement:

- Support the coordination of online learning, webinars, and stakeholder events, including developing speaker briefings and organising logistics.
- Contribute to the effective planning and delivery of multi-stakeholder meetings, including managing scheduling, documentation and member communications.
- Manage pre-and-post event communications and liaise with the Communications team to promote NASP's learning and support offer.
- Support stakeholder mapping, targeted engagement opportunities and responding to routine enquiries.

Communication and Resources:

- Help to develop and maintain NASP's toolkits and resources that support the social prescribing system, ensuring materials remain accurate and accessible.
- Help inform, prepare and format materials, summaries and briefs to maximise the influence and reach of NASPs support offer.
- Follow up with stakeholders to gather examples of good practice, supporting the development of case studies and insights.
- Work with external providers and organisations to help NASPs support reach their networks and promote their activity to relevant NASP stakeholders.

Programme Administration, Feedback and Reporting

- Share updates and insights across work strands to reduce duplication and support integrated working and joint delivery between teams.
- Balance administrative priorities across both teams, helping bridge communication and identify priorities to support all parts of the social prescribing ecosystem.
- Maintain programme action logs, milestone trackers, and planners to support timely delivery and a positive experience for stakeholders.
- Collect and collate programme data, survey responses, and stakeholder feedback across programmes and reporting requirements, working closely with the Deputy Director for Evidence.

General

- Work with colleagues across the organisation to contribute to the development and delivery of NASP's strategic goals.
- Contribute to an inclusive, collaborative, and supportive working environment, championing equity, diversity, and inclusion across all day-to-day activities,
- Work flexibly across teams and undertake other reasonable duties commensurate with the grade of the role as required.

Reporting to: Strategic Lead | Healthcare Integration & Neighbourhood Health
Dotted Line to: Strategic Projects Manager | Innovation & Culture