

Job description

Post	Programme Co-ordinator
Grade	4
Hours	35 hours per week
Accountable to	Business Manager

The King's Fund is an independent charity working to improve health and care in England. Our vision is that the best possible health and care is available to all. We aim to be a catalyst for change and to inspire improvements in health and care by generating and sharing ideas and evidence; offering rigorous analysis and independent challenge; bringing people together to discuss, share and learn; supporting people, teams and organisations and helping people to make sense of the health and care system.

Our values

We expect everyone who works for us to be committed to our values and to share our commitment to becoming a more diverse and inclusive organisation. Our vision, values and commitment to diversity and inclusion can be seen at:

<https://www.kingsfund.org.uk/about-us>

Job purpose

The Leadership and Organisational Development team at The King's Fund works across the health and care system to support and develop people, teams, organisations and systems. One of the ways that we do this is by delivering leadership development courses and bespoke client programmes, which help people to build the confidence, competence and energy to make change happen.

As a Programme Co-ordinator, you will be responsible for managing the logistics of a range of different courses and programmes. You will work closely with the Programme Directors, who design and deliver the course and programme content.

Your role will include communicating with programme participants and clients, creating programme materials, managing budgets, booking venues, travel and accommodation, and event management.

You will be skilled at working across a suite of programmes and balancing multiple deadlines. You'll enjoy taking personal responsibility for your own portfolio and also working with the team of Programme Coordinators to support each other's work and drive continuous improvement.

Main responsibilities

- Identify, plan and deliver the logistical requirements for each course or programme, working closely with the Programme Director.
- Deliver high-quality customer care to programme participants, clients and other stakeholders, acting as the main point of contact and answering enquiries, sending out materials, and responding to requests.

• committed to our purpose and independence • collaborative and supportive
• positive and engaged • striving for excellence • acting with integrity

- Create and monitor programme budgets in-line with the Fund's standard policies and procedures, working with the Business Manager to accurately plan and monitor the assigned budgets at month end.
- Maintain accurate programme data and records to support business decision-making.
- Produce programme materials, including handbooks, PowerPoint presentations, briefings, templates, and information packs.
- Manage internal or external venue teams to ensure high-quality event management, and book necessary travel and accommodation.
- Assist with research tasks to support projects and programmes including administering surveys, producing feedback reports and extracting and collating relevant information from key documents and websites.

Other

- Actively contribute to effective communication within the team and with others across the Fund.
- Ensure that the organisation's business and information systems are utilised for the benefit of the team, directorate and Fund.
- Effectively contribute to project/business performance by planning, co-ordinating, delivering, evaluating and communicating as appropriate.
- Actively learn and develop to stay up to date with developments in area of expertise and to meet the changing needs of the job, team and organisation by participating in appraisal and appropriate learning activities including information security and privacy awareness.
- Encourage and support the development of others, the team and the organisation by engaging in and contributing to the Fund as a learning organisation and to its positive culture.
- Represent the team and Fund in a professional and positive manner with both internal and external stakeholders and in doing so reflects 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 Fund.
- Ensure compliance with The King's Fund's policies, procedures and contract of employment.

Date: April 2024

Person specification

Supporting Evidence

You must demonstrate your experiences, skills, abilities and values by giving specific examples for the criteria within the person specification.

	Essential	Desirable	How Tested
Training and qualifications		<ul style="list-style-type: none"> Educated to degree level or equivalent 	<i>Application</i>
Knowledge and experience	<ul style="list-style-type: none"> Experience of an administrative role Experience of providing good customer care Experience of creating and managing budgets Experience of delivering virtual events or programmes 	<ul style="list-style-type: none"> Experience of project management Experience of working in or with the NHS or social care Familiar with current health and social care policy and practice 	<i>Application Skills test</i>
Skills and abilities	<ul style="list-style-type: none"> Strong numeracy skills and good understanding of project budgets, including forecasting Excellent technical online capabilities to support virtual programmes via Teams and Zoom Able to develop a good understanding of a project or programme's content, structure and timetable Excellent verbal and written communication abilities Organised and methodical approach to work, with strong attention to detail, maintaining high standards of accuracy, quality and responsiveness Excellent IT skills, and fully proficient in the use of Outlook, MS Office and database management 	<ul style="list-style-type: none"> Able to contribute to the effectiveness of a small team Able to contribute and listen effectively in group discussions 	<i>Interview Skills test</i>

	Essential	Desirable	How Tested
	<ul style="list-style-type: none"> • Able to work collaboratively and sustain effective working relationships with diverse colleagues, partners and clients able to organise their own work and time productively • Understands The King's Fund's values and their application to this role • Has an appreciation of the work of the Fund and the contribution of this role 		
Personal qualities	<ul style="list-style-type: none"> • High level of initiative with good ideas and sound judgement • Committed to providing a high standard of work and continuous improvement • Appreciates the value of diversity and inclusion • Has a proactive approach to addressing challenges • Committed to continued learning and supporting the learning of others • Willing to accept responsibility and opportunities appropriate for the role • Has a flexible approach to their role and to change 		<i>Interview</i>