

JOB DESCRIPTION

Job Title:	Senior Development Programmes Coordinator
Department:	Development and Engagement
Initial Terms	Full time, two-year fixed term contract
Salary:	£36,000
Reporting to:	Programme Development Manager
Direct Reports:	Programme Administrator(s)
Location:	Office located in Victoria, London. We encourage flexible working and have a hybrid working policy in place with expectations of one to three days in the office per 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.

As the single voice for NHS providers, we are recognised for our effective lobbying and influence, as a promoter of shared learning, and as a provider of exceptional support and development to our members. We are the 'go to' organisation for comment and debate on the issues facing public providers of NHS services. We have a particularly important role to support our members in a changing NHS landscape, as the focus increasingly shifts to working in integrated local health and care systems.

We are a busy, high performing team of around 100 staff, based in central London. In a recent survey, over 90% of staff felt 'very satisfied' or 'fairly satisfied' with their job.

Our values are at the centre of who we are, what we do, and how we behave, which 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 senior development programmes coordinator will work closely with the programme development manager and the team's second senior development programmes coordinator in taking responsibility for the efficient coordination of this work, elements of which are delivered virtually, in-person or hybrid.

In addition, the postholder will have responsibility for the effective line management to some of the team's programme administrators/assistants.

This is an exciting opportunity for an experienced programme coordinator 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

Programme and event coordination

- Be responsible for the efficient scheduling and coordination of the programmes' training and development activities.
- Undertake effective oversight of the administrative support for the programmes' outputs. This will include coordinating, and undertaking as agreed, pre and post-event planning, communication, and programme evaluation and monitoring to ensure continuous improvement.

- Coordinate and support external speakers, trainers, and internal colleagues by producing event briefings, providing feedback, and ensuring up to date records of speaker/trainer capabilities, availability, and contracts are kept.
- Implement, deliver, and oversee professional and efficient logistical event support across the Development programmes team at in-person, virtual and hybrid events in order 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.
- Coordinate the process for ensuring event dates and booking pages are publicised and promoted in a consistent way which streamlines the user experience and remains in accordance with NHS Providers website guidelines.
- Effectively manage the event and project planning tools in place, such as Monday.com, Zoom, Trello, Miro and MS Teams.
- Promote excellence in customer support, efficiently handle enquiries, and resolve issues in a timely and professional manner.

Support and contribute to programme development

- Coordinate and contribute to programme content review meetings with internal colleagues and external associates to ensure our events and training courses continue to meet the needs of members.
- Coordinate and contribute to bringing new training developments into the programmes and embedding into standardised ways of working through working with internal colleagues, external associates, and partner organisations.
- Respond to in-house and bespoke enquiries in a timely and professional manner, coordinating responses and scheduling activities effectively.
- Contribute to, and coordinate, the implementation of marketing plans to increase programme income, member engagement and raise the profile of the development programmes.
- Coordinate and oversee the use of bulk email tools and event registration platforms which support programme/event planning and delivery ensuring these are used in a consistent and standardised way across the development programmes.
- Take an active role in contributing to wider D&E team discussions, cross D&E project teams and other team discussions, as appropriate.
- Liaise regularly with the NHS Providers' communications, corporate services, policy, and finance teams and be the point of contact internally, for the administrative systems and event planning processes relating to the development programmes.

Coordinate programme monitoring and evaluation processes

- Fully utilise the organisation's Microsoft Dynamics customer relationship management (CRM) system and oversee its use within the team to ensure it is being used consistently. This will involve evaluation and development discussions on the CRM system with NHS Providers CRM and IT team, as well as adding and amending member details, running reports to support the business functions of the organisation, updating ways of working, and assisting team members with queries on how to use the system.
- Review and quality control the recording and analysis of member engagement data to ensure timely progress reports are provided for senior level reporting.
- Coordinate the process for gathering, logging, and sharing all member intelligence, on behalf of and relevant to, the development programmes to inform programme and wider organisational planning.

Financial monitoring

- Coordinate and carry out regular monitoring of income and expenditure across the development programmes. Undertaking financial processing and ensuring effective budgetary tracking systems are maintained.
- Work with the finance and analysis team to develop and implement dashboard reporting to record, analyse and forecast programme income and expenditure to support senior level budget planning.

Line management

- Demonstrate effective line management responsibilities of programme administrators consistent with the organisation's vision and values and in support of the values and objectives of our members.
- Contribute to the recruitment and onboarding of members of the programmes' administrative team.

Other

- Undertake any other administrative and project coordination duties 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 coordination role within a fast-paced environment ✓ Experience of scheduling, organising, and administering online, in-person and hybrid events ✓ 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 ✓ Experience of taking meeting notes for senior audiences ✓ Experience of working across multiple projects simultaneously ✓ Experience of analysing data, developing dashboards, and preparing senior level reports ✓ Experience of coordinating marketing campaigns ✓ Experience of using a CRM system 	<ul style="list-style-type: none"> ✓ Line management experience ✓ Experience of using a website content management system ✓ Experience of financial processes and reporting 	Application and interview

Skills	<ul style="list-style-type: none"> ✓ Excellent organisational, prioritisation and time management skills ✓ Excellent attention to detail to ensure outputs are high quality ✓ Outstanding customer service, handling customer enquiries in an efficient and timely manner ✓ 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 on different events/projects simultaneously and to meet multiple deadlines, and exercise good judgment 	<ul style="list-style-type: none"> ✓ Ability to contribute to team discussions and programme development/planning 	Application and interview
Knowledge	<ul style="list-style-type: none"> ✓ Knowledge and experience of using webinar and virtual technologies to deliver high quality online/hybrid events. ✓ Knowledge of/interest in the NHS 	<ul style="list-style-type: none"> ✓ Understanding of membership organisations ✓ Knowledge of/interest in healthcare policy/NHS governance 	Application and interview

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 and five days a week in the office, and the remainder from home. 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 HR@nhsproviders.org

We also run social groups such as a 'social exercisers' WhatsApp group and a book club, as well as 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.

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, Monday 8 April 2024. Interviews will take place on 16 or 17 April 2024 and will be held online.