

Senior Programme Coordinator

Department:	Development and Engagement
Initial term:	Full time, one-year fixed term contract with the option to extend
Salary:	£36,920 + generous benefits
Location:	Victoria, London (hybrid working with one to three days in the office each week). The role may also require some travel around England.
Reporting to:	Programme Development Manager
Direct reports:	None

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 £124bn of annual expenditure and employing 1.5 million people. 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:



Purpose of this role

We are looking to recruit a senior programme coordinator to support the project management and event delivery of our Digital Boards programme which is running for three years.

Our Digital Boards programme is a well regarded programme that delivers a high volume of outputs throughout the year and collaborates with external project partners to deliver support offers to senior leaders across health and social care. This is an exciting opportunity for someone who is looking to further develop their project and event management skills within a busy and high performing team.

NHS Providers has recently secured three years of funding for our Digital Boards programme, which aims to build board understanding of the potential and implications of the digital agenda and increase the confidence and capability of boards to harness the opportunity that digital provides. The programme offers board resources, webinars, peer learning and free board development sessions for individual NHS trust boards. It is commissioned by NHS England and delivered in partnership with digital transformation agency, Public Digital.

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. We provide peer learning, training and development opportunities designed to help NHS leaders step back, learn from good practice both within the health and care sector and beyond, and take away practical insights to apply. Within this directorate, our programmes team delivers

programmes covering a wide range of topics to support NHS leaders. Much of our work is delivered in partnership with external stakeholders.

Nature and scope

The postholder will play a pivotal role working with the programme lead and the programme administrator to deliver the Digital Boards support offer. They will coordinate and oversee all aspects of the programme events, working closely with team members and stakeholders to ensure high-quality delivery.

Accountabilities

Programme and event coordination

- With the support of the programme administrator, ensure a well-managed approach to scheduling, planning, coordination and delivery of events to ensure the programme is meeting its targets and deliverables. This will include areas such as scheduling, pre-event planning, providing support to members (via phone, e-mail, and face-to-face), liaising with venues, speaker briefings, note taking, post event evaluation and follow up.
- To implement, deliver, and oversee professional and efficient logistical event support across the Digital Boards 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.
- To work with external delivery partners and the programme lead to develop agendas for events and board development sessions.
- To contribute to the continued development and iteration of event and content delivery through regular retrospectives.

Systems and processes

- To work closely with the programme lead and team, as well as wider development and engagement team members, to deliver a high quality programme to members.
- Work with the programme administrator to develop and implement dashboard reporting to record, analyse the programme engagement and evaluation to support ongoing programme planning.

- To ensure member insights and intelligence gathered as part of the programme are effectively logged so they can be shared both with members and programme partners, and inform programme and wider organisational planning.
- To contribute to and update the relevant sections of the organisation's website in relation to the programmes and events, and to work with colleagues in developing the website content to meet the needs of users.
- To support the programme administrator in updating the organisation's customer relationship management (CRM) database as relevant to the programme needs.
- Coordinate and carry out regular monitoring of expenditure across the development programmes. Undertaking financial processing and ensuring effective budgetary tracking systems are maintained.
- To effectively manage the project tools in place, such as Trello, Miro and MS Teams.

Communications

- Work with the programme lead on the implementation of marketing plans to increase programme awareness, member engagement and promote the Digital Boards offer.
- To liaise with trust leaders to explain the programme and answer any questions they may have about content, delivery and processes.
- Liaise regularly with internal colleagues and external stakeholders, including NHS Providers' communications, corporate services, policy, and finance teams, with national bodies relevant to the programme, and with the programme's specialist delivery partners.

Other

- When needed, contribute to the development and delivery of member activities across the wider team.
- Take an active role in contributing to wider D&E team discussions, cross D&E project teams and other team discussions, as appropriate.
- 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, and preparing senior level reports ✓ Experience of coordinating marketing campaigns ✓ Experience of using a CRM system 	<ul style="list-style-type: none"> ✓ Experience of using a website content management system ✓ Experience of financial processes and reporting 	Application and interview

<p style="text-align: center;">Skills</p>	<ul style="list-style-type: none"> ✓ 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 ✓ Excellent organisational, prioritisation and time management skills ✓ Excellent attention to detail to ensure outputs are high quality ✓ 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 	<p>Application and interview</p>
<p style="text-align: center;">Knowledge</p>	<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 	<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 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 noon 21 August 2024 and interviews will take place on 1 and 2 September 2024 and will be held online.