

UK Short Course Administrator – Job Description
37.5 hours per week (Monday-Friday, 9am-5pm)
Line Manager: UK Education Manager

ABOUT BPNA

The British Paediatric Neurology Association (BPNA) is the professional organisation for doctors who specialise in the care of children with neurological disorders. The BPNA has developed a number of educational programmes for doctors in the UK and overseas both online and face-to-face. This role directly supports the education of healthcare professionals across the UK, impacting the care of children with neurological conditions.

ABOUT THE ROLE

As a respected and growing organisation, BPNA is looking for a highly motivated individual who can use their dedication, attention to detail and reliability to help us develop further. We are seeking to appoint a UK Short Course Administrator to join our small team which is based across our Bolton and London offices. This is a full-time, permanent post based in Bolton, working 37.5 hours a week (7.5 hours per day x 5 days per week). The Short Course Administrator will provide customer care as well as logistical and technical support to both online and face-to-face UK short courses.

ABOUT YOU

This role would suit an organised, efficient and practical person with excellent interpersonal and communication skills and a good deal of common sense. You will also have diplomatic skills and the ability to build good relationships. You will need to be flexible, have an ability to problem-solve on-site, provide online zoom support, set up equipment such as computers and data projectors, and to organise highly educated people whilst remaining calm and maintaining a sense of humour.

We are looking for someone to join our team who will contribute to maintaining and developing our customer focused ethos.

While this role is primarily based in Bolton, there will be some UK travel with overnight stays to support in-person courses. We offer time off in lieu or overtime paid for additional hours worked.

WHY COME AND WORK FOR US?

At BPNA, we value a supportive, collaborative, and inclusive work culture. The BPNA is a small organisation with big ambitions, and we work closely together to make an impact. You'll join a welcoming team that values mutual respect, flexibility, and work-life balance. We believe in continuous learning and career progression. As a member of BPNA, you'll have access to ongoing training opportunities and support for professional development, ensuring that you can grow both within this role and across future career aspirations.

We offer 25 days' annual leave (excluding Bank Holidays) plus an additional day leave for birthday, rising to 30 days after 10 years of service and access to the Nest Pension scheme, with 6% employer contribution.

Job title: UK Short Course Administrator

Line Manager: UK Education Manager

LOCATION

While this role is based in Bolton, BPNA offers hybrid working arrangements, enabling you to balance time between working from our office and from home.

Your line manager will agree with you how much time you will be required to work in the office and how frequently, to achieve productivity and service levels. This could vary week to week. You should anticipate spending an increased amount of time in the office during your probationary period.

JOB PURPOSE

This role provides hands-on experience with technology support for virtual courses and event planning for in-person courses for health care professionals, equipping you with skills in both administrative and event coordination settings. All course planning and logistics are arranged from the BPNA offices.

The purpose of this role is to:

- Support the organisation and delivery of virtual short courses
- Support the organisation and delivery of face-to-face short courses

CORE DUTIES

1. Provide administrative support at both virtual and face-to-face short courses, ensuring that courses run smoothly and adhere to BPNA's quality assurance framework.
2. Provide a level of technical support via zoom for online virtual courses.
3. Support short course faculty members to run face-to-face and virtual courses including logistical arrangements and managing course bookings.
4. Act as a support/back-up for other events in the BPNA.
5. Help to promote courses, handle enquiries, bookings, and payments, which will involve responding to enquires by email and telephone courteously, helpfully, and as quickly as possible, resolving less straightforward queries.
6. Liaise with suppliers to confirm arrangements for provision of goods/services for face-to-face courses, which will involve liaising with course venues to ensure bookings for rooms, AV, catering, dinners and accommodation.
7. Liaise with course directors, course faculty and UK Education Manager to ensure teaching faculty are in place and send course specific information in preparation of each course in good time.

8. Collate and analyse delegates' feedback and learning after each course and distribute to course faculty. Raise any concerns with the UK Education Manager.
9. Enter data into the online course management system and use to generate reports and information.
10. Prepare and collate course specific materials and ship in good time to course venues. Ensure all BPNA course equipment (including laptops and data projectors) is logged and undergoes relevant checks.
11. Use UPS online booking system to arrange collection/return of boxes in good time to ensure delivery in time for the course. Track delivery and ensure boxes are returned to the office. Raise concerns with Head of UK Education if there are any delivery issues.
12. Liaise with course attendees pre and post course, ensuring they have received all relevant information in good time before the course and providing detailed post-course information including accessing certification.
13. Responsible for monitoring stocks of consumables, such as stationery, course books, badges etc, ordering and allocating supplies.
14. Work on location at the annual conference (3 days per year in January).
15. Provide support to the UK Education Manger in the planning and administration at the annual conference.
16. Assist with other tasks as requested by your line manager.

LEVEL OF SUPERVISION

You will not be expected to supervise any members of staff. Ongoing supervision and support will be provided by your Line Manager, the UK Education Manager. Priorities are set and monitored by your Line Manager.

COMMUNICATION

Internal contact will be related to the short courses and the annual conference. External contact will be limited and related to own operations. Contact will be on the basis of exchanging information or providing a service.

FINANCIAL AND RESOURCE MANAGEMENT

Responsibility for transaction processing and limited cash handling.

Budget responsibility limited to awareness of limitations and costs consciousness.

Responsibility for monitoring, replenishment and allocation of stock and equipment within your area.

Responsible for equipment within the short course and conference area.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
Skills and Experience	Experience of working in a customer or client-facing role, with a friendly, confident and professional manner		Application, Interview
		Experience of working in a similar administrative role	Application, Interview
	Excellent interpersonal and communication skills with the ability to build relationships with a wide variety of people		Application, Interview and Test
	Ability to write clearly and concisely in plain English		Application
	Excellent organisational skills, with the ability to prioritise work effectively and meet tight deadlines		Application, Interview and Test
	Experience of working effectively both independently and as part of a team		Application and Interview
	IT competent. Able to use Microsoft Office and other applications and equipment		Application and Test
		Experience of using Zoom and its functions	Application and Interview
	Educated to A level or have attained relevant qualifications		Application
Personal attributes	Positive mindset, can-do attitude and willingness to learn		Application and Interview
	Good attention to detail		Application and Test
	Ability to follow procedures and instructions whilst also able to work on own initiative		Application and Interview
	Ability to recognise limitations of current personal knowledge and experience and not be afraid to ask questions and for advice		Application and Interview
	Ability to identify and raise potential issues before they become problems		Application and Interview
	Ability to think creatively and to problem-solve, with a solutions-focused attitude		Application and Interview

	Willingness to work outside of normal working hours and travel/work away when needed		Application
	Willingness to help other members of the team when required outside of own area		Application and Interview
		An interest in BPNA's work and belief in our mission	Application and Interview

SALARY & BENEFITS

Salary: Grade 3.1, starting at £24,635. Annual increments are subject to satisfactory performance.

Contract: Permanent

Hours of work: Full time (37.5 hours per week) with some early morning and evening work. Flexi time is in operation. Time off in lieu or paid overtime for unsocial hours.

Annual leave: 25-days of annual leave plus an additional day for birthday, plus bank holidays. After every 2 years of service, you will receive an additional 1-day of annual leave, to a maximum of 30-days.

Pension: BPNA operates the NEST pension scheme. Employee contributions are 5%. Employer contributions are 6%.

IMPORTANT DATES

The successful candidate will need to be available for the following dates:

NeoNATE Course: Sheffield, 26-28 February 2025

PET2/3 Course: Brighton, 26-28 March 2025