

ROLE
DESCRIPTION

Events Team Assistant

Job Title:	Events team assistant
Initial term:	Fixed term – initially 6 months
Salary:	£21,000 - 25,000 (dependent on experience)
Location:	London (Westminster), with some travel in England
Website:	www.nhsproviders.org

ABOUT NHS PROVIDERS

NHS Providers is the membership organisation for NHS public provider trusts. We represent every variety of trust, from large acute and specialist hospitals through to ambulance, community and mental health trusts. We have over 100% trusts in membership, collectively accounting for £70 billion of annual expenditure and employing more than 964,000 staff. These trusts provide the full range of NHS services in hospitals, the community and at home.

NHS Providers is the single voice for NHS public providers, recognised for our effective lobbying and influence within government, as a promoter of shared learning, and as a provider of exceptional support and development for NHS trusts and foundation trusts.

PURPOSE OF THIS ROLE

The provision of comprehensive administrative and logistical support to the organisation's development and engagement team events and programmes, from small training seminars to our large annual two-day conference and exhibition.

ACCOUNTABILITIES

Administration

- Provide pre, post and on site event administration in a manner which ensures customer satisfaction including; preparing delegate packs, printing badges, preparing training materials.
- Be a key member of the onsite operational team at our annual conference and exhibition, helping to register the 600+ attendees and providing in-session logistics support.
- Be the main point of contact for queries with regard to delegate bookings, event logistics including AV requirements, travel bookings, accommodation bookings
- Record and analyse event feedback, producing reports and maintaining records for future use
- Provide general administrative support, which may include booking of internal and external meetings, raising of purchase orders, maintaining budget spreadsheets.

Communications

- Promote excellence in customer support, efficiently handling member communications and queries, resolving issues in a timely and professional manner
- Assist in the on-going marketing of the organisation's events and services
- Ensure all pre and post event communication is sent in a timely manner and of a high standard
- Liaise with internal and external stakeholders

Undertake any other administrative duties as may be required either on a temporary basis or following mutually agreed changes to this job description as a result of organisational changes.

EXPERIENCE AND UNDERSTANDING

Experience

Essential:

- Experience of working in an administrative role within a busy office
- Proven experience of successfully dealing with and communicating with customers, clients, speakers and/or the public
- Experience and confidence in the use of databases
- Experience of organising events
- Proficiency in the use of Microsoft Office suite and Outlook (Word, Excel, PowerPoint)

Desirable:

- Experience of providing professional events administrative support
- Experience of using a website content management system

Knowledge and skills

Essential:

- Strong communications skills, with the confidence and ability to communicate well with senior level audiences and colleagues
- Ability to work collaboratively as part of a team and also able to use own initiative, to work with minimum supervision when required
- Enthusiasm, energy, commitment and ability to work flexibly, responding well to change
- Excellent organisational, prioritisation and time management skills with excellent attention to detail
- Ability to work under pressure, and often on multiple projects, to meet deadlines and exercise good judgement
- Reliable, hardworking, adaptable and well organised
- Ability and willingness to travel across England to help support the delivery of courses/events.

Desirable:

- Understanding of NHS structures, in particular the NHS provider sector
- Understanding of membership organisations.

The Development and Engagement team works on country-wide programmes, travel and flexible working may be required.

NHS Providers

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