

ROLE DESCRIPTION

Member development manager

NHS Providers

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Job Title:	Member development manager
Initial term:	2 years FTC in the first instance (Secondments considered)
Reporting to:	Head of Development and Engagement
Location:	London, Westminster (with some travel in England)
Salary:	£52,000 – £54,000 + generous benefits
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 membership, collectively accounting for £92bn of annual expenditure and employing over one million staff. 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 70 staff, based in central London.

We strive always to live our values, which are:

- **Inclusive:** We celebrate and champion diversity and seek out different viewpoints. We act to call out and tackle discrimination.
- **Collaborative:** We work as a team internally, and with our members, stakeholders and partners to deliver positive results.
- **Respectful:** We act with honesty, compassion, openness, and integrity, and recognise the contribution each of us makes.
- **Effective:** We deliver professional, high-quality work which is member led and supports the health and care service to deliver value and positive change for patients.

PURPOSE OF THIS ROLE

This is a senior level role within the development and engagement (support) function of the organisation. The postholder will work closely and collaboratively with the head of development and engagement and other members of the D&E senior team.

This role will provide leadership, oversight, management and support to a wide range of new and ongoing programmes within the development and engagement (D&E) portfolio, working closely with the Head of Development and Engagement and our small senior team of member development managers and forging relationships with the boards and senior staff at our member trusts and stakeholder organisations.

The member support function is one of the organisations strategic priorities and this work involves interdependencies across the organisation so the postholder will also have opportunity to contribute to a range of projects and workstreams.

NATURE AND SCOPE

NHS Providers is a membership organisation and our members are at the forefront of our work. The development and engagement team leads on the support and development functions developing close relationships with the most senior colleagues at our member trusts. This new senior post has been developed in response to increasing workloads arising from our success and credibility in the learning and development space.

Each year this work includes the development and delivery of three major conferences including an annual conference and exhibition, as well as over 80 training and learning events for NHS trust and foundation trust board members, and delivery of the national training programme for NHS foundation trust governors (around 30 events per year). Additionally the workload includes around 40 meetings for trust directors in our 13 networks, and multiple roundtable events with key stakeholders and influencers including No 10.

The post holder will play an important senior role within the team and organisation and is expected to have enthusiasm for and a strong interest in the policy and governance agenda in the NHS. As we begin to implement our new four year organisational strategy, the role will involve the development and delivery of new member development programmes, and will provide support to the Head of Development and Engagement in scoping and implementing new and emerging projects and programmes.

ACCOUNTABILITIES

Programme leadership, management and support

- Lead and support the development and delivery of a range of activities within the organisation's member support and development portfolio in accordance with the organisation's corporate strategy and objectives.

- Work with the Head of D&E and programme leads to develop a strategic approach to member engagement, training and development including developing personal contacts at member board level, analysing their D&E needs, developing and delivering new training material
- Work with teams to understand member learning and support needs and scope new learning opportunities including leading and advising on income generation opportunities
- Develop and lead on D&E marketing opportunities working with teams to maximise current, and explore new, audiences
- Bring training and events expertise to new workstreams in the wider NHS Providers programmes. Deliver some elements of D&E training as appropriate to individual's own expertise
- Develop and manage systems and processes to source and manage expert speakers, external associates and trainers
- Manage resources to ensure projects are delivered within budget and to time, planning and managing schedules and deadlines across the team, coordinating administrative procedures and systems and devising ways to streamline processes.
- Work with colleagues from the policy team on relevant ad hoc projects, project managing as appropriate. This may include undertaking preliminary research, maintaining project plan and tracking actions to ensure that projects are on schedule
- Work with the Head of D&E, governance policy advisor and others to ensure strong governance expertise and advice to members
- Demonstrate effective leadership consistent with the organisation's vision and values and support of the values and objectives of our members.

Business processes and planning

- Lead departmental business planning and monitoring to help achieve organisational strategy and objectives.
- Develop effective relationships with senior members of the policy and strategy and communications teams and encourage collaborative working towards objectives.

Other

- Take on line management responsibilities as the service evolves.
- Develop effective relationships externally with member organisations and others to ensure that we remain both up to date and responsive to member need.

- Represent NHS Providers on external working groups with relevant statutory bodies and others, as required
- Represent the organisation and the views of its members as appropriate, acting as advocate with regard to NHS Providers' work and the NHS provider sector, where relevant.
- Be an active member of the department's senior team, helping to co-ordinate activities between teams, and in supporting a positive, consistent and transparent culture for staff.
- Undertake any other 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.

June 2021

Person specification

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Experience	<ul style="list-style-type: none"> • Track record of leading projects and teams • Experience of developing and delivering content and materials for external audiences • Experience and an advocate of collaborative working with multifaceted teams • Experience of working within or for health and care or a similarly complex environment • Experience of working with boards and stakeholders at a senior level • Experience of being a respected external advocate for an organisation 	<ul style="list-style-type: none"> • Experience of membership-based representative organisations • Governance experience in health or similar field • Experience of leading learning programmes • NHS experience at senior level • Experience of scoping and delivering board development programmes • Experience of liaising with senior leaders including NHS boards • Use of effective marketing techniques
Knowledge	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Broad knowledge of project management tools and techniques • A basic understanding of the current health issues and some of the challenges facing NHS boards 	<ul style="list-style-type: none"> • An understanding of the challenges facing public sector organisations in the current climate. • Interest in and evidence of governance studies

Skills	<ul style="list-style-type: none">• Broad project management skills• Motivational and motivated to help improve services for members• Motivated to help colleagues innovate and reach potential• Ability to work under pressure and prioritise to meet deadlines• Excellent verbal, written, and presentation skills• Excellent relationship building and influencing skills, working with senior stakeholders• Strong interpersonal skills, including the ability to liaise closely with board members• The ability to develop collaborative networks internally and externally• Ability to think creatively and strategically• Ability to contribute to the work and priorities of the wider organisation• Ability to work with a high degree of autonomy within the bounds of the portfolio.	<ul style="list-style-type: none">• Programme and/or project management studies