

## JOB DESCRIPTION

- Job Title:** ➤ **Development Programmes Assistant**
- Department:** ➤ **Development and Engagement**
- Initial Terms** ➤ Full time, 2-year fixed term contract
- Salary:** ➤ £25,480
- Reporting to:** ➤ Senior Development Programmes Coordinator
- Direct Reports:** ➤ None
- Location:** ➤ Office located in London Victoria. We encourage flexible working and have a hybrid working policy in place with expectations of 1-3 days in the office per week.
- Website** ➤ [www.nhsproviders.org](http://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 Development Programmes Assistant will work closely with the whole of the Development programmes team by providing effective programme administrative support.

This is an exciting opportunity for someone who is looking to build 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 administration

- Provide comprehensive programme administration including:
  - Monitoring personal and joint email inboxes ensuring email enquiries are dealt with in an appropriate and timely manner or directing requests appropriately.
  - Dealing with telephone enquiries in a professional and timely manner
  - Raising/chasing purchase order numbers
  - Sending/chasing event and programme confirmation forms
  - Scheduling meetings, minute taking or note taking for relevant team meetings
  - Keeping an inventory of programme resources ensuring sufficient stocks are maintained
  - Provide excellent customer support, efficiently handling member queries, resolving issues in a timely and professional manner.
  - Assist in producing programme collateral e.g., newsletters, brochures, how to guides.

### Event administration

- Producing printed event materials including agendas, delegate packs and other resources to a high standard, ensuring materials are couriered and received in an appropriate time
- Event data entry into programme dashboards to support programme reporting
- Writing up post event evaluation reports to support programme evaluation
- Booking travel and accommodation for the programmes.

### Systems and processes

- Assist in reviewing and updating the organisation's customer relationship management (CRM) system to assist with event planning and marketing

- Assist in updating other platforms to assist the team in event and programme delivery
- Effectively utilise meeting platforms such as MS Teams or Zoom to assist with on the day event delivery and team meetings
- Upload and update content on NHS Providers website as instructed to ensure content is current and relevant.

## Other:

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

## Experience and understanding

### Person Specification

Attributes	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> <li>✓ Some experience of working in an office environment, prioritising workload, and completing tasks in a timely manner</li> <li>✓ Proficient in the use of Microsoft Office suite and Outlook (Word, Excel, PowerPoint)</li> <li>✓ Customer service experience</li> </ul>	<ul style="list-style-type: none"> <li>✓ Experience of using a CRM system</li> <li>✓ Experience of video conferencing platforms such as Zoom or MS Teams</li> <li>✓ Experience of taking notes</li> <li>✓ Experience of programme administration</li> <li>✓ Experience of successfully dealing with executive and senior level customers, clients, or the public.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>✓ Good organisational, prioritisation and time management skills</li> <li>✓ Good attention to detail</li> <li>✓ Ability to work as part of a team and undertake instructions from multiple sources</li> <li>✓ Strong communication skills, both written and verbal</li> <li>✓ Enthusiasm, energy, commitment, and the ability to work flexibly, responding well to change</li> <li>✓ Good interpersonal skills and ability to build relationships with external and internal colleagues</li> </ul>	<ul style="list-style-type: none"> <li>✓ Confidence to communicate well with senior audiences and colleagues</li> <li>✓ Ability to work under pressure on different programmes, to meet deadlines and exercise good judgement.</li> </ul>
Knowledge		<ul style="list-style-type: none"> <li>✓ Knowledge of/interest in the NHS</li> <li>✓ Knowledge of membership organisations.</li> </ul>

*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 the country. Travel and flexible working, 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 1 and 5 days a week in the office. 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 2 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 [lydia.kirton@nhsproviders.org](mailto:lydia.kirton@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
- 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](mailto:recruitment@nhsproviders.org) by **12 noon on Monday 7 October 2024**. Interviews will take place on **w/c 14 October 2024** and will be held online.