

We are an independent healthcare charity working to radically improve the way people are cared for and to support the staff who deliver care
www.pointofcarefoundation.org.uk

Programmes coordinator

- Status:** Full-time employee (37.5 hours per week)
- Salary:** £24,000 - £36,000 pa (depending on experience)
- Location:** Central London, office-based with occasional travel outside London
- Annual leave:** 27 days plus 8 bank holidays
- Pension:** Full-time employee (37.5 hours a week)
- Pension:** Employer will contribute 5% into company pension scheme with employee contribution at least 1% to 5 April 2018 increasing to 2% on 6 April 2018 and 3% on 6 April 2019

Purpose	To provide efficient administrative and events support to the Sweeney programmes team, the Foundations in Patient Experience courses, the Experience Based Co-Design (“EBCD”) courses and other areas of the Point of Care Foundation’s (“PoCF”) work
Reporting to	Programmes Manager
Responsibilities	
Programme administration	<p>Supporting the management, set up, and effective implementation of our Sweeney Programmes, the Foundations in Patient Experience training programmes, the (“EBCD”) courses and assisting in the running of associated networks</p> <ul style="list-style-type: none"> • Enquiries Responding to initial enquiries, logging enquiries. • Contract administration Preparing contract information and working with colleagues to distribute to key external partners including associates. • CPD accreditation managing the relationship with the CPD accreditors; securing CPD accreditation in advance of courses/events; ensuring compliance with the conditions for the accreditation and delivery of certificates to eligible candidates • Documentation management Storing programme documents • Programme partners and funders Responding to enquiries, maintaining contacts logs, organising meetings, preparing information for reports to funders • Contacts management Maintaining contacts and communication database (i.e. attendance at events, booking calls and visits, completion of programme assignments). • Meeting administration Scheduling and note taking. • Travel administration Organising travel for meetings/events/associates and core team members.

<p>Training, learning and network events</p>	<p>Organising learning and training events and network meetings</p> <ul style="list-style-type: none"> • Relationships with partners Coordinating arrangements for training events with programme partners and funders • Event administration Booking rooms, equipment, catering, venue management, liaising with participants, on-the-day support. • Participant support Maintaining database of training delegates. Arranging pre-course information and collecting post-course evaluation data • Training materials Updating and collating training materials and preparing them for participants • Support for trainers and course team members Providing practical support to trainers/speakers/team members, technical support for delivery of programmes, travel arrangements and assisting with travel and expenses • Feedback reporting Populating agreed templates with feedback data and producing final report for client and PoCF use
<p>Reports/Publications/ Communications/ Web –based and other written outputs</p>	<p>Completing and formatting reports/publications and web materials</p> <ul style="list-style-type: none"> • House style Ensuring written outputs adhere to the brand guidelines, ‘house style’ and maintaining clarity for the reader. • Updating the web pages relevant to programmes Ensuring new information relevant to programme participants and students is posted made available as quickly as possible and with accuracy • References and evidence Collating references, maintaining accurate bibliographies Supporting others writing reports with data, charts and graphic • Materials Supporting production of promotional and other informational materials • Communications and social media Supporting programme team members and liaising with the internal communications team to support internal and external communications around programmes. Using social media to promote and support programmes.
<p>Other</p>	<ul style="list-style-type: none"> • To perform any other duties which are reasonably assigned including ad hoc admin support to other areas of PoCF’s work at times of peak activity

Responsibilities should be carried out taking account of PoCF’s arrangements for team working, quality standards, risk management and its values

Person specification

Knowledge, experience and skills

- Experience of undertaking a range of administrative tasks
- Experience of working with stakeholders from a variety of organisations
- Excellent administrative, organisational, interpersonal and writing skills. An understanding of email marketing platforms and social media for business
- Knowledge of the healthcare sector (desirable)
- Attention to detail
- Competent use of IT –Microsoft Office.

Personal style and behaviour

- Able to work independently (a self-starter) and take initiative
- Able to develop good working relationships with clients and delivery teams
- Strong organisation, planning and prioritising skills
- Flexible approach to work and positive can- do outlook
- A team player with a proactive approach to work
- Able to learn new technical skills quickly, including email marketing platforms, CRM database, website CMS, Wordpress.