

Role Description
Programme Officer – Patient Experience Programme
(Full time or pro rata negotiable)

- Salary: £27,000 to £31,000 (depending on experience)
- Annual leave: Annual holiday entitlement of 35 days per year (including 8 public holidays) for full-time employees. Pro-rata for part-time.
- Employer Pension contribution: The POCF contributes 5% of basic salary and the employee's contribution is 3%.
- We are operating a hybrid working policy – part time in central London, and part time from home. We follow government guidelines on the prevention of COVID transmission.
- We also have a COVID vaccination policy (available on request). Our team members should be vaccinated in accordance with government policy unless there are exceptional circumstances. Anyone representing the Foundation must comply with the COVID guidelines of client organisations.

Our mission is to humanise healthcare. We achieve this by working to improve patients' experience of care and increase support for the staff who work with them.

It's an exciting time to join the Point of Care Foundation. The pandemic has proved how essential our work is, and we have seen a period of strong growth as we work with ever-increasing numbers of health and care organisations to support staff and improve care.

Purpose	To provide efficient administrative and events support to the Patient Experience programme, Implementation Support activities, and other areas of the Point of Care Foundation's work
Reporting to	Patient Experience Programme Manager
Responsibilities	
Programme administration	<p>Supporting the management, set up, and effective implementation of all programmes, and assisting in the running of associated networks as required. The particular focus for this role will be the patient experience programme, though as a small team we all support one another.</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.

	<ul style="list-style-type: none"> • 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 contact logs, organising meetings, preparing information for reports to funders. • Contacts management Maintaining contacts and communication database (e.g. attendance at events, booking calls and visits, completion of programme assignments). Ensuring deletion of contacts is in accordance with GDPR regulations. • Meeting administration Scheduling and note taking. • Travel administration Organising travel for meetings/events/associates and core team members.
Training, learning and network events	<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 reports for client and POCF use.
Written outputs	<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 and maintain clarity for the reader. • Updating the web pages relevant to programmes Ensuring new information relevant to programme participants is accurate and kept up to date. • References and evidence Collating references, maintaining accurate bibliographies, and providing relevant data and graphics for reports.

	<ul style="list-style-type: none"> • Materials Supporting production of promotional and other information 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.
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The sort of person we are looking for:

- We are looking for someone who is committed to the values and mission of the Point of Care Foundation and who cares about the work we do: you will be adaptable and willing to participate in the life of the team. We are looking for someone with enthusiasm and energy, and someone who will pitch in and help other team members.
- We are committed to inclusion, and welcome applications from anyone who meets the role criteria.
- We don't expect you to have all the content knowledge of our work straight away and will support your training and development to build this expertise. The right candidate will use the opportunity this role provides to learn and grow.
- For this sort of role skills, experience and commitment are more important than academic qualifications. We welcome applicants with vocational qualifications.

Key skills and experience

- 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
- Knowledge of the healthcare sector (desirable)
- Attention to detail
- Competent use of IT
- Strong organisation, planning and prioritising skills

Personal attributes

- Able to work independently and take initiative
- Able to develop good working relationships with clients and delivery teams
- Flexible approach to work and positive can-do attitude
- A team player with a proactive approach to work
- Able to learn new technical skills quickly, e.g., email marketing, database, and website tools.