



**NHS
CHARITIES
TOGETHER**

EVENTS OFFICER

Recruitment Pack

NHS Charities Together

Pure Offices (Suite 68,) Lake View House, Wilton Drive, Warwick CV34 6RG

info@anhsc.org.uk www.nhscharitiestogether.co.uk

T: 0300 303 5748

Royal Patrons TRH The Prince and Princess of Wales | Patron Lord Nigel Crisp

NHS Charities Together is the trading name of the Association of NHS Charities
Charity number: 1186569 (England & Wales) and SC050716 (Scotland) Company number: 12325259.

Message from the CEO of NHS Charities Together

Dear Applicant,

Thank you so much for your interest in working at NHS Charities Together as our Events Officer. This is an exciting time to join our team and our charity is on an incredible journey.

Thanks to phenomenal public support during the pandemic, our national Covid-19 Appeal raised more than £160 million to help NHS staff, volunteers, and patients through the immediate and long-term effects of coronavirus. Now, after a transformational two years, we have recently reviewed our strategy and are working towards exciting new goals to support the NHS and the nation's health.

The recruitment of this post is part of an ambitious revisited strategy and commitment to grow our support and build on the success of our Covid Appeal. With a network of over 230 NHS charities around the UK, together we ensure extra support goes where it is most needed in our health service and help the NHS go further for patients, staff and communities.

We are very proud of what we achieve as a small but growing staff team. The post of Events Officer will have an important role to play as we work hard to raise the profile of NHS charities, demonstrate our collective impact, and inspire continued support from the public.

If you are passionate about the helping the NHS tackle today's challenges and tomorrow's opportunities, and believe that through supporting NHS charities we can significantly increase the vital support given to our hospitals, community, mental health, and ambulance services, we would love to hear from you.

Best wishes



Ellie Orton OBE
CEO, NHS Charities Together

NHS CHARITIES TOGETHER

Background

NHS charities

NHS Charities Together is the national charity for everyone who uses, cares about and works in the NHS. We have a unique relationship with the NHS and a unique role as the membership organisation for over 230 NHS charities across the UK.

Collectively NHS charities give over £1million every day to the NHS, so that people can stay well for longer and get better faster. In recent years NHS charities have funded major capital projects, pioneering research, and medical equipment at our hospitals, helping patients access the best possible care when they need it most.

Our vision is a future with a thriving NHS, and we mobilise the collective power of the NHS charity sector to create the best possible healthcare for everyone. Together we help the NHS go further for patients, the workforce and communities.

Thanks to the heartfelt generosity of the public, NHS Charities Together's 2020 Covid-19 Urgent Appeal raised over £160 million. We have now allocated £148 million to reach every NHS Trust around the UK, supporting the NHS during and beyond its immediate recovery from the pandemic. Donations have funded thousands of projects providing extra support for the NHS, including mental health support for the workforce, training and equipment for community first responder volunteers, and initiatives to prevent ill health.

NHS charities are devoted to our nation's hospitals, community and ambulance services, funding ground-breaking research and vital medical equipment, while developing new treatments and enhanced care to support patients.



NHS charities also play a key role in mobilising volunteers to support NHS staff, brightening wards and waiting areas with colourful and engaging art and building an important link between our hospitals and our communities. Other NHS charities support mental health trusts, community health trusts and ambulance trusts.

These vital funds and services are above and beyond what the NHS alone can provide, touching lives and making a huge difference to millions of people when they are at their most vulnerable.

To read real life stories of the difference NHS charities make, visit the [NHS Charities Together website](#).

The Association of NHS Charities & NHS Charities Together

Founded in 2000, the Association of NHS Charities started as an informal group of the largest NHS charities, which came together to provide mutual support and a forum for discussion. Since then, we have changed our name to NHS Charities Together (to better reflect what we do and who we support) and grown steadily, welcoming charities both large and small from across England, Wales, Scotland and Northern Ireland. Today NHS Charities Together represents 100% of the NHS charity sector in the UK as members.

NHS Charities Together provides a forum for nationwide fundraising and advocacy campaigns, provides advice and guidance to its members, bespoke conferences and training days covering issues and development opportunities for NHS Charities, as well as access to online resources and support through exclusive member pages on the website.

Anupurba's Rehab

Thanks to an NHS charity, young children like Anupurba who wear prosthesis can benefit from a specially designed therapeutic playground to help their rehabilitation through play



Vision, Mission and values

Our Vision: A future with a thriving NHS and the best possible healthcare for everyone.

Our Mission: We mobilise the collective power of NHS charities and the nation to help the NHS go further for patients, staff and communities – ensuring extra support goes where it's most needed and enabling the NHS to advance in a rapidly changing world.

Our Impact Values

Inclusive - We build inclusive relationships with diverse stakeholders, sharing our time, knowledge and skills to create partnerships that support each other, our members and the NHS

Make a Difference - We remain focused on making a positive difference for our members and the NHS, based on evidence and insight on what works best.

Pioneering - We dare to be different and are constantly curious, asking questions to uncover what needs to be done so that we can have most impact.

Authentic - We are open, honest and act with integrity in all that we do.

Compassionate - We care about people and treat everyone with equity, kindness, respect, empathy and support; we put heart into all that we do and how we care for the NHS

Transformative - We actively champion innovation and transformational leadership, we advocate for change, bringing supportive challenge to ourselves and others

How we work:

- Actively listen - we seek first to understand before we are understood
- Collaborate - together we are more than the sum of our parts
- Every life counts - we champion diversity, equity and inclusion in all that we do

Equality and Diversity:

Equality, Diversity & Inclusion

NHS Charities Together is committed to inclusivity and representing the diversity of the communities we serve. We welcome and encourage applications from all backgrounds and all sections of the community. Applicants will be treated fairly throughout the recruitment process, and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.

Strategic Objectives:

Over the next five years we will work together with members to enhance the impact of our network with a focus on three areas of change. This focus harnesses the areas that matter most to all of us across the breadth of the network of NHS charities and provides the framework around which we can all coalesce. They also highlight the distinct position we have as NHS Charities Together both to facilitate change and to connect our impact into strategic conversations at a national level, supporting adoption, spread and scale.

Transforming Patient Experience

- New technologies and interventions can transform patient care, but the NHS struggles to effectively adopt innovation at scale. Without evidence, ideas and initiatives that could save and change lives never get off the ground. Under pressure, the holistic needs of carers and families can be overlooked.

Supporting Workforce Wellbeing

- The UK is facing a health and care workforce crisis, with unprecedented staff shortages and vacancies. Huge numbers of nurses and doctors report plans to leave their professions. Burnout is affecting not only staff wellbeing, but the quality of patient care.

Supporting People and Communities to Live Well

- Research shows that the social determinants can be more important than health care or lifestyle choices in influencing health. Inequalities in life expectancy and in years spent in ill health are increasing. Around 70% of health and social care funding is spent on supporting people with long term conditions.

JOB DESCRIPTION

Job Title: Events Officer

Reporting to: Events and Partnerships Manager

Hours: Full Time (35 hours per week)

Key Relationships:

Membership Team, Strategy and Impact Directorate Team, External Affairs and Comms Team, All NHS Charities Together Staff Team, All Members, Member peer support/regional and special interest groups, specifically the chairs. Other key stakeholder organisations as required, including Event partners, speakers, suppliers and contractors.

Location:

NHS Charities Together offers and encourages flexible working. You will be required to work from the Warwick office up to 2 days per week which is the official place of work, as well as limited travel to other locations, primarily for the purposes of NHS Charities Together's events and supporting the members, supporters and key stakeholders.

Reward package: £27k to £32k

Non-Financial Reward Package

10% Employers Pension Contribution	28 days Annual Leave per Annum plus Bank Holidays as minimum	Flexible Working Hours and Location	Equipment provided for WFH
Annual Staff Conference	2hrs per week Wellbeing time out for full time staff	Buddy system for all new starters	Apprenticeship, Training and Development Opportunities
HSF Health Cash Plan – covering employee, partners and dependants.	Employee Assistance Helpline	24/7 GP Helpline	Perk Box
Rewards Hub Membership	Funded Eye Site Tests	Pay it Forward Days	Team Socials and Away Days
Mental Health First Aiders within the Organisation	Mental Health Awareness training available for all staff	Staff Kudos system to thank team members	E learning for statutory training

Overall Purpose

It is an exciting time to join NHS Charities Together as we have recently refreshed our [organisational strategy](#), setting out our dual ambitions to maximise the impact of the NHS charity sector and work together in more collaborative ways and maximise the impact of NHS Charities Together as a national charity.

We have updated our member offer with our members, to align with and support the implementation of the strategy. Our aim is that the member offer is high-quality, co-designed with members and blends, responding to their needs, providing leadership and advocacy for the sector. Our member offer is continually evolving.

The offer focuses on three key deliverables:

- Harnessing the Power of Collective
- Building Collective Capacity and Capability
- Amplifying and Celebrating the Sector

This role will support the Membership Team at NHS Charities Together by delivering our member events programme and providing support for members through the regional and special interest groups. The postholder will work within a small team, specifically supporting the Events & Partnerships Manager to provide key aspects of our Events and Training portfolio as part of Membership Services. Additionally, this role will further support the busy and vibrant central office function to assist in the smooth running of the organisation.

The NHS Charities Together Events and Training programme is both established and respected, and developing this even further is an integral part of how we will achieve our organisational strategy. This role will play a key part in aligning the growth of that activity with our objectives of empowering the NHS charity sector to be high performing and impactful.

Objectives

The Events and Training Officer is crucial in delivery of the offer and strategy, with responsibility for the ongoing support and development of:

- **Impactful member events** - provide a first-class member experience to our members primarily through delivering a comprehensive events and training programme (harnessing the power of collective). Including the support the delivery of a flagship national conference annually, together with other high profile national events that celebrate the impact of the organisation and our member charities (Building Collective Capacity and Capability)
- **Member Liaison and Insights** – Building relationships by answering and supporting many member enquiries, organising and optimising member records, insights and the setting up and analysing of member surveys and data from events, working closely with the central office staff team and the Events & Partnerships Manager to assist in the smooth running of the organisation and its events portfolio (harnessing the power of collective)
- **Member Communications** – advertising and marketing of member events, including providing support and capacity to the membership team that further enables the

directorate to be forward thinking in planning activity that will best achieve our organisational objectives. (amplifying and celebrating the sector)

KEY RESPONSIBILITIES

The main duties and responsibilities of the role holder are as outlined below:

- Support the Events and Partnerships Manager with delivery of our yearly in person and remote events programme including flagship Annual Conference and other member events.
- Create and manage the booking process for the annual National Conference; promote bookings through Member Connect; advise and support members with relevant and timely information such as FAQ's and Terms and Conditions.
- Design, manage and deliver the regular member Webinar Wednesday programme. Provide topical online content for members, create booking web pages, manage speakers and promote through relevant member communications channels.
- Liaise with venues and suppliers, setting up meetings, managing event registrations, booking and liaising with speakers, as well as collating post event feedback.
- Attend in person member events and help to plan, support and coordinate the member events and training programme from concept and planning, through to delivery.
- Responsible for facilitating peer learning and support through Regional & Special Interest Groups including liaising with Chairs, creating agendas, giving updates on behalf of NHSCT and managing mailing lists.
- Gather insights and feedback through mediums such as Regional & Special Interest Groups, Member Connect and other channels to help shape and inform future events.
- Design surveys to identify member need and areas for improvement.
- Data analysis and reporting on behalf of wider team, sharing key insights to help inform future strategy, plans and activities.
- Support the development and administration of a Membership CRM, specifically around events and training, liaising with colleagues on member data and contacts.
- Work closely with the Communications Manager (Membership) and the Central Office team to deliver appropriate event communications and updates to the member network.
- Deputise for Member Events and Partnerships Manager at events, as required.
- Manage member questions and queries that come into the Events inbox as well as the Events category in Member Connect.
- To help ensure that our member community, events & resources are accessible to all and helping to ensure equality, diversity and inclusion values and practices are embedded within our member resources.
- Ensure that we consider equality and diversity in all our activity and that all our events and activity is inclusive and accessible to as wide a range of people as possible.

Other Duties

- Visibly live NHS Charities Together values, including our commitment to diversity and inclusion.
- Carrying out the duties of post in accordance with NHS Charities Together policies and procedures on Health and Safety and take responsibility for ensuring personal health and safety.
- Working flexibly, prioritising workload and working effectively as part of a team.
- Adhere to relevant legislation, best practice, policies and processes including, but not limited to charity law, the fundraising regulator, GDPR and professional codes and standards.

This is not meant to be an exhaustive list of duties. The need for flexibility is required. We are currently a small team, and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

Competencies

<p>Teamwork – ‘One charity’, working within and across teams</p>	<p>Key support role; working across the membership and central office teams to be a first point of contact for member matters relating to events and training.</p>
<p>Building trust and respect – listen, feedback and learn</p>	<p>Quickly builds rapport. Provides advice and support for members wishing to explore or attend events and training.</p> <p>Provides reports to management on event and training attendance, key trends, analysis of activity.</p>
<p>Responsibility – owning your part in our success</p>	<p>Excellent attention to detail – takes ownership and presents information clearly and accurately.</p> <p>All staff have a responsibility to handle charity sensitive data with care in line with GDPR. Examples include not leaving sensitive documents on work desks overnight.</p>
<p>Professionalism – creating an environment to achieve success</p>	<p>To communicate in professional manner, and in line with our ACE philosophy at all times with staff, stakeholders, and external providers.</p> <p>Excellent time management with an ability to plan and organise a large workload to meet both internal and external deadlines.</p>

	Maintains virtual and face to face presence across NHSCT and with key supporters and third-party agencies.
Stakeholder focus – understanding the needs of our key stakeholders and audiences	Understands the development needs of the membership and can translate this into meaningful events and training. Identifies risks and key trends or opportunities that might impact the charity's events activities
Acumen – Sound decision-making	Works with internal and external partners to deliver robust and innovative events and training opportunities. Ensures knowledge of events and training landscape is kept up to date (including venue options, remote event and booking platforms etc) and seeks specialist advice with confidence Ensures knowledge of NHS activities relating to or impacting upon the member's activities and cascades as appropriate

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications/Education:		
Maths and English GCSE Grade C or Level 4 or above, and/or demonstrable written, numerical and verbal communications skills	<input type="checkbox"/>	
Evidence of relevant qualifications, education, training, development		<input type="checkbox"/>
Knowledge, Skills & Experience:		
Sound knowledge and demonstrable experience of MS office particularly, Word, Excel	<input type="checkbox"/>	
Experience of using a Customer Relationship Management (CRM) system or similar	<input type="checkbox"/>	
Knowledge and experience of online communities		<input type="checkbox"/>
Experience of Events Administration	<input type="checkbox"/>	
An understanding of NHS structures		<input type="checkbox"/>
Knowledge / experience of working within a membership organisation or function		<input type="checkbox"/>
Experience of working in the charity sector		<input type="checkbox"/>
Excellent time management skills, attention to detail and an ability to consistently meet deadlines	<input type="checkbox"/>	
Excellent interpersonal skills and a track record for collaborative working and building sustainable relationships at all levels	<input type="checkbox"/>	
Excellent written and verbal communication skills. Able to assimilate information clearly and prepare appropriate, clear and concise content.	<input type="checkbox"/>	

Interest in the shared values and culture of organisations supporting the NHS	<input type="checkbox"/>	
Experience of working in a team to support the delivery of team objectives	<input type="checkbox"/>	
Demonstrable commitment to the charity sector	<input type="checkbox"/>	
Articulate, confident communicator	<input type="checkbox"/>	
Collaborative and open approach in dealings across the organisation	<input type="checkbox"/>	
Passionate, driven and committed to delivery	<input type="checkbox"/>	
Well organised and structured with an eye for detail	<input type="checkbox"/>	
Flexible and responsive	<input type="checkbox"/>	
A team player who is also a self-starter and happy to work independently to develop and deliver objectives	<input type="checkbox"/>	
Committed to Equality, Diversity and Inclusion and how this should be demonstrated within a work context.	<input type="checkbox"/>	

Working Hours	Full time - 35 hours per week (negotiable)
Pension	10% employer contribution
Annual Leave	28 days per annum (pro rata) plus bank holidays.
Probation Period	6 months (for external appointments)
Notice Period	1 week during probation & 1 month thereafter

How to Apply

Please upload your CV and a covering letter outlining which vacancy you are interested in, your interest in the role, how you meet the job description and person specification. The covering letter should be no more than 2 sides of A4.

The closing date for applications is midnight on **Wednesday 24th July**.

Interviews will be conducted via teams or Zoom, with final interviews conducted in person in Warwick

1st Telephone/Teams interview: TBC (w/c 29th July)

2nd Face to face interview: TBC (w/c 5th August).

If you require reasonable adjustments, please let us know at the relevant stage.

If you are unavailable for the above interview days, please state your nearest possible availability in your covering letter.

If you have any queries or would like more information regarding this document, please

email Lucy Grierson (Member Events and Partnerships Manager) Lucy@anhsc.org.uk

Your Data

For detailed information on how we process your personal data, please review our privacy policy on our website

<https://www.nhscharitiestogether.co.uk/privacypolicy>

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and / or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.