



## Membership Administrator

## Recruitment Pack

**NHS Charities Together**

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*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 Membership Administrator. 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 Membership Administrator 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.

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*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.*

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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:** Membership Administrator

**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, and hybrid working is available for this post. However, you will be required to travel to our Warwick office up to twice a week and to other locations, primarily for the purposes of NHS Charities Together's events and supporting members.

**Reward package:** £22k to £25k per annum.

**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

NHS Charities Together is seeking an experienced and self-motivated Administrator to support the Membership Services Team, by providing administrative support with member enquiries, managing member information, delivering membership services and events. This role will be crucial to our commitment to provide first class customer service to our members, as well as building positive relationships with internal and external stakeholders, suppliers and partners.

## **Overall objectives**

Key objectives are:

- To manage member information, records and enquiries, providing a first-class member experience and efficient data management.
- To support the administration of the member development and training programme, including webinars and virtual meetings
- To support the delivery of the member events, as well as other conferences, member meetings and events.

This role will support the Membership Team at NHS Charities Together by delivering support for 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 and Member Development 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.

## **KEY RESPONSIBILITIES**

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

- Acting as the 'first point of contact' for all membership queries, including from members, from NHS charities interested in becoming / rejoining as members, from staff, and from external partners, including management of a number of mailboxes on behalf of the Membership team.

- Management of member information held by NHS Charities Together, including relevant databases and CRM (Customer Relationship Management) systems, and associated distribution lists. Update, review and collation of relevant information, including for reporting purposes, monitoring of trends, and sharing with colleagues.
- Administrative support for renewal of membership by NHS charities, including associated processes to monitor responses, cross-reference with invoicing and payment, follow-up communications, updating membership lists.
- Event administration for regional and national events, including venue and facilities bookings, compilation of briefing and delegate packs, management of delegate registration, travel and accommodation, liaison with sponsors, partners and speakers, supporting evaluation and next steps. This will include a pivotal role in supporting our flagship National Conference.
- Administrative support for NHS charity member meetings and networks, including providing updates and note-taking at Regional and Special Interest Group meetings, and Chairs' meetings.
- Administrative support for our member training and development offer, including our virtual member events programme, and face-to-face events.
- Support the Digital Community Officer to administer our Online Community (Member Connect), including uploading connect, monitoring and posting replies as needed.
- Support the events officer to administer our training and events activities, including member records, member enquiries and marketing communications.
- Administrative support to the Membership team, including routine business processes such as invoicing, office facilities and equipment requests, venue booking, note-taking, arrangement of team meetings, liaison with internal departments including Accounts and HR, support for new starters (for example with IT access / equipment and documentation).
- Maintain close and effective working relationships across the organisation, with members, and with external suppliers, partners and stakeholders.
- Contribute to a culture of collaboration, equality and mutual support across the organisation and the NHS charity sector.
- Demonstrate and sustain the values and culture of the organisation and membership, following our IMPACT values.

### **Other Duties**

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><b>Teamwork</b> – ‘one charity’, working within and across teams</p>	<p>Works collaboratively and effectively with others.</p> <p>Communicates effectively with different audiences.</p> <p>Proactive and positive approach with excellent problem-solving skills.</p>
<p><b>Building trust and respect</b> – listen, feedback, and learn</p>	<p>Quickly builds rapport and trust with members, colleagues and external stakeholders.</p>
<p><b>Responsibility</b> – owning your part in our success</p>	<p>Excellent attention to detail – takes ownership and ensures information is clear and accurate.</p> <p>Clear communicator – both in writing and verbally.</p> <p>Flexible and adaptable; able to deal with and prioritise competing demands.</p> <p>Follows organisation policies and procedures, including in relation to sensitive data (GDPR).</p>
<p><b>Professionalism</b> – 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> <p>Maintains virtual and face to face presence across NHSCT and with key supporters and third-party agencies.</p>
<p><b>Stakeholder focus</b> – understanding the needs of our key stakeholders and audiences</p>	<p>Good interpersonal skills and the ability to build strong working relationships both internally and externally.</p> <p>Listens to, understands, and supports the growth and development of a diverse membership base.</p>
<p><b>Acumen</b> – Sound decision-making</p>	<p>Listens and responds effectively to members’ concerns, challenges and support needs – highlights and escalates areas of interest and concern.</p> <p>Develops an in-depth knowledge of NHS charities, their key strengths, weaknesses, opportunities and threats. Recognises their key stakeholder relationships, challenges and obstacles.</p> <p>Works appropriately with external agencies and contractors.</p>

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications/Education:</b>		
Maths and English GCSE Grade C or Level 4 or above, or equivalent numeracy and literacy skills	X	
A recognised qualification in administration		X
<b>Knowledge, Skills and Experience:</b>		
Skilled administrator with experience of providing effective and efficient administrative support as part of a busy team	X	
Excellent IT and word-processing skills, able to use MS office applications particularly Word and Excel	X	
Experience of managing mailboxes and responding to queries – acting as a first point of contact	X	
Experience of events administration and event booking systems	X	
Experience of managing a Customer Relationship Management (CRM) system or similar	X	
Excellent customer or member services skills	X	
Knowledge / experience of working within a membership organisation or function, ideally in a member-facing role		X
Knowledge and experience of online communities		X
Experience of working with data and databases	X	
An understanding of NHS structures		X
Experience of working in the charity sector		X
Experience of member or stakeholder engagement, collaborative working, or coproduction		X
Experience of administrative support for invoicing and budget management	X	
Experience of liaison with external stakeholders, commercial partners or sponsors		X
Excellent organisational skills	X	
Accurate and with a good attention to detail	X	
Excellent time management skills, able to consistently meet deadlines	X	
Proactive and positive approach with excellent problem-solving skills, embracing new ideas and ways of working	X	
Excellent interpersonal skills and a track record for collaborative working and building sustainable relationships	X	
Excellent written and verbal communication skills	X	
Interest in the shared values and culture of organisations supporting the NHS		X
Experience of working in a team to support the delivery of team objectives	X	
Successful at building internal and external relationships.	X	
Flexible and responsive		
Committed to Equality, Diversity and Inclusion.	X	

<b>Working Hours</b>	Full time - 35 hours per week (negotiable)
<b>Pension</b>	10% employer contribution
<b>Annual Leave</b>	28 days per annum (pro rata) plus bank holidays.
<b>Probation Period</b>	6 months (for external appointments)
<b>Notice Period</b>	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 24<sup>th</sup> July**.

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

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

2nd Face to face interview: TBC (w/c 5<sup>th</sup> 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 Partnership Manager) [Lucy@anhsc.org.uk](mailto: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.*

