

JOB DESCRIPTION

Job Title:	Business Support Co-ordinator , NHS Clinical Commissioners/NHS Confederation
Location:	Central London
Reports To:	Business Manager, NHS Clinical Commissioners
Date Prepared:	August 2019
GradeBand:	—E

PURPOSE

The Business Support Co-ordinator provides effective and comprehensive administrative support to NHSCC's vibrant member networks, working closely with one of the Member Network and Policy Managers to coordinate three networks' activity. They will also support the integrated care system member networks run by the NHS Confederation's regional team including supporting the delivery of events, webinars, online platforms and member communications and briefings.

You will work both as part of a team and independently to help with the coordination, administration and delivery of specific pieces of work that support the networks' and the regional engagement team's work programmes. These pieces of work will include supporting meetings, webinars, events and other administrative tasks.

The post holder will also work with the NHSCC Business Manager to support the corporate office function, including dealing with member enquiries and keeping contact databases up to date, and cover the Team Coordinator's duties in maintaining the front office function when required.

The role requires an experienced and proactive individual with excellent organisational skills. They need to have the ability to use their own initiative and prioritise a busy and constantly changing workload within a busy office.

NATURE & SCOPE

NHSCC

NHSCC is the membership organisation of Clinical Commissioning Groups (CCGs). CCGs are the NHS organisations that have since April 2013 had responsibility for planning and funding local health services across England.

Launched in June 2012, NHSCC was established to give clinical commissioners a strong, independent and collective voice. It was set up through a partnership between three organisations: the NHS Alliance, National Association of Primary Care and the NHS Confederation. NHSCC operates within its own governance arrangements whilst as a networked organisation of the NHS Confederation.

The role of NHSCC is to help CCGs secure the best possible health outcomes for their communities and patients. It gives CCGs a strong influencing voice from the frontline to the wider NHS, national bodies, government, parliament and the media – ensuring that the views of local CCG leaders are represented and heard at a national level. We have created networks where CCGs can share their experience and expertise; and we provide information, support, tools and resources to help CCGs do their job better.

NHSCC is very much member driven and is committed to delivering programmes of work that are shaped and developed by members, reflecting their priorities and expertise. To understand more about NHSCC please visit our website www.nhsc.org

The NHS Confederation

The NHS Confederation brings together and convenes all parts of the health system. Our 500 plus members span the full range of organisations that provide and commission services, including: acute, community, mental health and ambulance service trusts; independent providers; clinical commissioning groups; and academic health science networks. We also represent the interests of the health and care system ~~as a whole on~~ major system-wide issues. This role is more vital than ever as every part of England moves towards integrated care system status by April 2021.

We also work across England, Wales and Northern Ireland, and have a European Office focused on Brexit and international learning opportunities.

The regional team of the NHS Confederation supports the work of integrated care systems in four ways:

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1. **Sense-making** of the changing health and care landscape in a concise and accessible way
2. **Representing** the interests of our members at the highest levels ensuring their views and concerns are heard in the political, professional and public arena
3. **Influencing** the development of national policy relevant to members across government and arms-length bodies
4. **Supporting** members by providing a 'safe space' where they can share views and explore ideas about the issues they face.

The regional team supports the development of integrated care systems through bringing people together virtually and face to face to share, learn and exchange ideas and through supporting the dissemination of knowledge and learning about integrated care. They work closely with ICS Chairs and leads to provide support to them as well Programme Directors, Clinical leads, Mental health leads and Non-Executive Directors. They also support the development of partnership working through bringing together senior leaders from different backgrounds to share thinking and ideas on integration.

The role

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On a day to day basis the post holder will coordinate the activities of three of NHSCC's five member networks and other ad hoc membership engagement, which are designed to practically support NHSCC's members in various professional and functional roles. They will also support the integrated care system member networks run by the NHS Confederation's regional team including supporting the delivery of events, webinars, online platforms and member communications and briefings. The post holder will also provide wider support to the NHSCC and regional teams and help with the running of the NHSCC corporate office, including keeping contact databases up to date, dealing with member enquiries, and covering the duties of the corporate office including those of the Business Support Coordinator when they are not in the office. **They will spend approximately 60% of their time on NHSCC activities and 40% of their time on NHS Confederation activities.**

Accountabilities:

Responsibilities of the post holder will be as follows:

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- Co-ordinating regular steering group meetings and network events, including arranging diaries and booking meetings, helping draft agendas and taking minutes, and updating the meeting grid to avoid clashes.
- Providing event support, including liaising with the venue, speakers and delegates as well as helping to draft briefings and carrying out the on-site registration.
- Booking travel arrangements for the team, members and external contacts including speakers at member events.
- Providing logistic support for the regular webinars that the team put together, including setting them up, liaising with speakers and members and pulling together content.
- Supporting the operation of online platforms for member networks
- Helping prepare member communications including newsletters, blogs and briefings
- Drafting correspondence and communications to members, with oversight from the network and project managers, including welcome emails to new network members and addressing queries.
- Building and maintaining relationships with relevant colleagues both internally and externally, including network chairs, to support a proactive and effective working relationship.
- Designing, updating and maintaining contact systems to ensure the member network lists are accurate and up to date, and importantly that they align with the overall CRM system.
- Providing support for the meetings of the regional team including agendas and action notes
- Liaising with the other coordinator in the NHSCC team to ensure that all six networks are running effectively.

The role requires oversight of three of the NHSCC member networks:

- HR & Organisational Development Forum
- Mental Health Commissioners Network
- National Ambulance Commissioners Network

The post holder will be working to support one of the two Member Network and Policy Managers, who altogether have oversight of all six networks. As such the post-holder must be able to coordinate tasks and responsibilities and communicate this across the team to ensure their delivery and how they work with the other member networks. They will need to use their initiative to support colleagues in a way which enables the team to perform effectively and to the highest standard - this could involve setting up systems or arrangements which will assist the successful development and running of a network project or task.

Corporate office support

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The role also involves working closely alongside the NHSCC Business Manager, to support the corporate office function. This includes supporting the membership renewals processes and Board election processes, including maintaining accurate and up to date membership information. It also requires covering duties within the corporate office, including those of PA to the Chief Executive & Team Coordinator, when they are out of the office. This includes managing the Chief Executive's diary and the team diary, managing relevant inboxes, supporting the Business Manager and the team and dealing with general queries.

The post-holder will work as part of a small team which is based at the NHS Confederation Office in central London. The post is office based and formally reports to the NHSCC Business Manager. On a day-to-day basis the post-holder will work with colleagues across the NHSCC and the NHS Confederation regional team.

As part of a busy organisation working in a changing environment, the post-holder will also be expected to be flexible and proactive. They will be supporting several different individuals, and as such may be expected to adapt their approach to the specific needs of the individuals they are supporting.

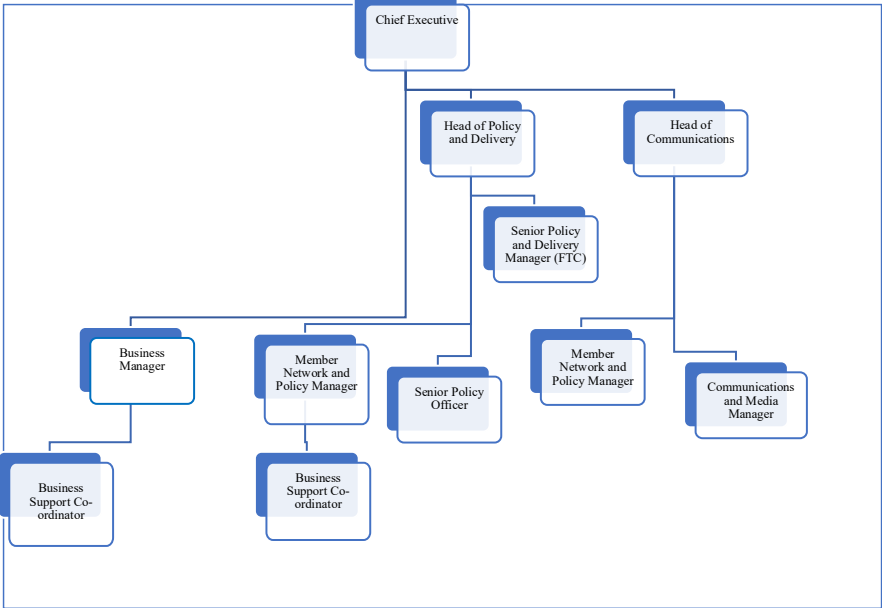
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STRUCTURE CHART - NHSCC

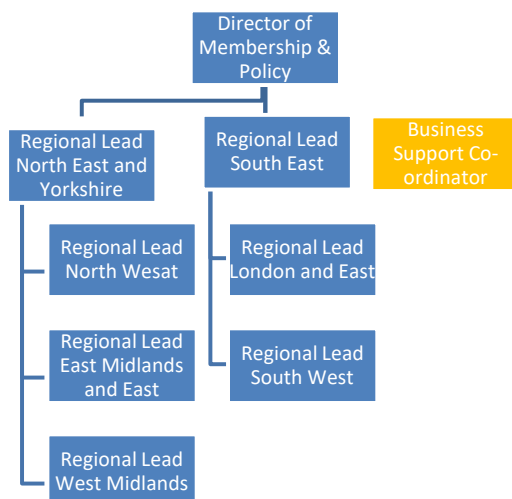


STRUCTURE CHART – NHS CONFEDERATION REGIONAL TEAM

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ACCOUNTABILITIES

- Provide comprehensive administrative assistance to support NHSCC's networks and NHS Confederation regional engagement team; this will include diary management, setting up meetings, drafting correspondents and event support;
- Liaise with senior external people/organisations regarding diaries and appointments to obtain information as required;
- Organise and coordinate communication and engagement activities with stakeholders, maintaining networks and liaise with members;
- Support the logistical and practical arrangements for NHSCC network meetings and webinars; this will include booking rooms, sending out diary requests and managing attendees, as well as drafting agendas and papers and attending the meetings to take minutes and follow up particular actions;
- Organise papers, presentations, reports, briefings as required for the network meetings and events;
- Liaise across the organisation to ensure relevant people are kept informed of upcoming network steering group meetings and other events;
- Respond to enquiries about the member networks, liaising with other members of the team as appropriate and ensuring that queries are dealt with quickly and appropriately;

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- Maintain appropriate administrative and data systems, including the member network lists, the CRM database and Mailchimp, ensuring that membership information is accurate, through updating, adding and removing records;
- Make travel arrangements as required for members of the team, NHSCC members and external speakers for events;
- Work closely with the NHSCC PA to the Chief Executive & Team Coordinator to design and implement a streamlined process for ensuring member contact lists are kept up to date;
- Any other ad hoc tasks commensurate with the level of the post.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Experience of working in a busy office in a support role e.g. project officer, project coordinator;
- Ability to build and manage relationships with internal and external colleagues;
- Planning and project management skills to work to meet challenging deadlines;
- Managing complex diary coordination;
- Proactive nature and able to use own initiative;
- Ability to assess priorities and problem solve day to day issues;
- Good interpersonal skills and confidence when dealing with very senior individuals;
- Good written and analytical skills;
- Excellent organisational skills with an attention to detail;
- Ability to work independently and manage own time, as well working as part of a team;
- Experience of working under pressure and meeting competing deadlines;
- Flexible, able to reorganise and reprioritise work at short notice and deal with competing demands;
- Excellent computer skills – MS Word; Outlook; Excel; Powerpoint; Mailchimp
- Previous experience of supporting events, webinars and other online platforms.
- A responsive, flexible attitude with the ability to use own initiative and manage priorities often in a fast-moving environment;
- Experience of using a CRM system and member contact databases/spreadsheets;
- Experience of using MailChimp;
- Able to work on own initiative and with minimal supervision.

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Desirable

- Experience using webinar platforms;
 - Experience working for a membership organisation;
 - Interest in health policy.
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SAFETY

Health and Safety at Work Act

The postholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to coordinate with management in the promotion and maintenance of health and safety measures.

PERSON SPECIFICATION

Job Title: Business Support Co-ordinator

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	DEMONSTRATED BY
Experience	<ul style="list-style-type: none"> • Working in a busy office in an administrative and supportive role • Proactive nature and able to use own initiative • Working under pressure and meeting competing deadlines • Ability to work independently and manage own time, as well working as part of a team • Experience of supporting boards, committees or networks. • Experience of using a CRM system and member contact databases/spreadsheets 	<ul style="list-style-type: none"> • Use of webinar platforms • Working for a membership organisation 	Application, interview
Skills	<ul style="list-style-type: none"> • Ability to build and manage relationships with internal and external colleagues • Good interpersonal skills and confidence when dealing with very senior individuals • Planning and project management skills to work to meet challenging deadlines 	<ul style="list-style-type: none"> • Other computer skills e.g. WordPress (or similar); 	Application, interview, test

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	<ul style="list-style-type: none">• Ability to assess priorities and problem solve day to day issues• Excellent organisational skills with an attention to detail• Ability to work independently and manage own time, as well working as part of a team• Flexible, able to reorganise and reprioritise work at short notice and deal with competing demands• Excellent computer skills –MS Word; Outlook; Excel; Powerpoint; Mailchimp.		
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