



PROGRAMME, NETWORK AND EVENT CO-ORDINATOR

RECRUITMENT PACK

The Queen's Nursing Institute
1A Henrietta Place, London W1G 0LZ
020 7549 1400 / mail@qni.org.uk / www.qni.org.uk

We believe in the best possible nursing for patients at home and in the community; we work with nurses and decision-makers to make sure that good quality nursing is available at home for everyone when they need it.

Patron: Her Majesty The Queen

Professor John Unsworth OBE, Chair Dr Crystal Oldman CBE, Chief Executive

Registered charity number 213128

Founded in 1887

Welcome from the Chief Executive

Dear applicant,

Thank you for your interest in the role of Programme, Network and Event Co-ordinator of the Queen's Nursing Institute.

The QNI is the oldest professional nursing charity in the world and is a leading voice for nurses working in the community. In recent years we have doubled our income and increased our reach in terms of political influence and support for nurses to deliver excellent care in the community.

Our values of excellence, inclusivity, partnership, independence, advocacy, legacy and integrity underpin the strategic plan 2021-25 which is included in the pack. In 2020, we undertook a race, equality and inclusivity review and the action plan arising from the findings is also provided in the pack.

You would be joining a leading professional nursing charity at a very exciting time and where the attention of government policy is increasingly focussed. Community is where most people receive their care, with more than 90% of all clinical contacts taking place in a community setting. It is the aspiration of the central and all devolved governments to support more people to be cared for at home and the QNI's work provides the data, intelligence and insight from our networks and from our research to assist in realising this aspiration.

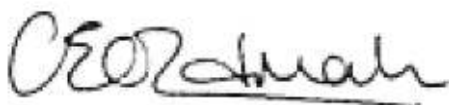
We are also in a strong position to challenge and 'speak truth to power' with the independent evidence we deliver. During the pandemic we have been a leading voice for nurses working in the community and influencing the policies concerning the delivery of care in a wide variety of community settings, including in the home, GP surgeries and care homes. Many of our 1700 Queen's Nurses have spoken in the media over the last two years about their work and the ways in which they are supporting individuals, families, and communities during this most challenging time.

Our work to support leadership development, nurse-led innovation projects, standards for education and practice and the information about our financial and other support for nurses is all available on the website: <https://www.qni.org.uk/>. You can also read about the QNI team at <https://www.qni.org.uk/explore-qni/about/our-people/qni-staff/> and our Council at <https://www.qni.org.uk/explore-qni/about/our-people/qni-trustees/>.

If you would like to discuss the role please do contact our Events Manager who would be happy to speak to you about the role.

We very much look forward to hearing from you.

Best wishes

A handwritten signature in black ink, appearing to read 'Crystal Oldman', written over a horizontal line.

Dr Crystal Oldman, Chief Executive

ABOUT THE QNI

The QNI is the independent voice of community nursing in England, Wales and Northern Ireland, striving to influence health and care policy and supporting the nursing workforce, to ensure that people are provided with the best possible nursing care in their homes and communities, whenever and wherever that care is needed.

MISSION

The QNI is dedicated to improving the nursing care of people in the home and the community. We promote excellent nursing care for everyone, where and when they need it, provided by nurses and their teams with specific skills and knowledge.

VALUES

Excellence: in nursing, supported by innovation and evidence.

Inclusivity: promoting and valuing equality and diversity in all that we do.

Partnership: with people, organisations and policy makers, ensuring individuals, families, carers and communities are at the heart of all we do.

Independence: using data and intelligence to provide an independent voice.

Advocacy: championing the unique contribution of all community nurses.

Legacy: cherishing our history whilst supporting innovation and new ways of working.

Integrity: living our values and challenging inequalities.

STRATEGIC PRIORITIES/GOALS

Influence

1. **Policy Influence and Development:** to improve the health and wellbeing of individuals, carers, families and communities by influencing local, national and international policy, including through the use of the nurse's voice.

2. **Data and Evidence:** to provide independent intelligence about nursing in the community and primary care that is relevant and needed.

Quality

3. **Innovation and Quality Improvement:** to improve nursing practice in the community through developing, testing and evaluating innovative approaches to care.

4. **Standards:** to set national standards for nurse education and practice in community settings, which are recognised across the profession, educators and service providers.

Voice

5. **Role models and Leaders:** to develop, promote and support excellent and diverse nursing leaders and role models and to empower nurses to raise their voice and articulate their value.

6. **Support for Nurses:** to support the wellbeing of all community nurses, whether working or not, by listening and responding to their personal and professional needs.



OUTCOMES

Influence

The QNI is the organisation that is called upon to contribute to national policy development and implementation when shaping nursing services in the context of a wider health and social care system.

Quality

Evidence from the QNI regarding quality improvement and standards is used to inform policy, research, practice and education and is recognised at all levels in the system.

Voice

A diverse community of Queen's Nurses and others in the QNI networks successfully lead innovation and change, challenge inequalities and make a positive difference to the care of individuals, carers, families and communities.

JOB DESCRIPTION

POST TITLE:	PROGRAMME, NETWORK AND EVENTS COORDINATOR
RESPONSIBLE TO:	EVENTS MANAGER
HOURS/SALARY:	35 hours/salary £25,000 - £28,000 per annum dependent on experience
BASE:	Central London (W1G 0LZ) – we are currently testing hybrid working and we ask employees to attend our London office with their core team for one day every two weeks as well as other occasional key moments such as away days, inductions and training that is more effective in person. The role will also require travel and attendance at external meetings, conferences and key events as appropriate

OVERALL JOB AIMS:

The QNI seeks to support nurses working in a community context through its programmes with the aim of both improving and enhancing patient outcomes and ensuring that nurses working in the community feel supported and valued for the work they undertake.

Our core programmes include endorsing standards in conjunction with universities for courses that provide specialist nurse practitioner qualification, delivering networks to directly support nurses in the field and providing innovation and leadership programmes for nurses.

The Programme, Network and Events Coordination Team is a key core team responsible for ensuring that professional programme, network and event support is provided to the QNI's core programmes of work and our nurse practitioners that run them.

We wish to recruit a full-time Coordinator to expand the capacity of work this team undertakes.

This is an ideal role in which to gain a broad experience of working in non-profit sector from which to explore different specialisms and development opportunities. Applications would be welcomed from those with transferable skills but not necessarily direct experience of meeting the criteria laid out the competency specification including recent graduates, moving careers or individuals returning to work from a career break.

The post holder will require the ability to work in a fast-paced response environment with a high level of efficiency and the ability to take initiative. Essential is the ability to manage, balance and prioritise several one-off tasks and while ensuring critical routine and repetitive tasks still take place. While not a key pre-requisite for the role, project management would be a skill that would be expected to be developed.

SPECIFIC RESPONSIBILITIES AND DUTIES:

Standards Settings:

- Supporting the organisation of key meetings and attending to ensure appropriate minutes and actions are recorded.
- Maintaining lists of key stakeholders, ensuring appropriate follow-up of leads and contacts and maintaining first point of contact.
- Working with the programme lead to track key deliverables within a programme and ensuring the recoding of responsibilities with the programme lead.
- Ensuring the issuance of invoices and onboarding of students where appropriate.
- Setting up workshops and ensuring the underpinning administration and coordination is in place.
- Responsible for ensuring appropriate updating of CRM, events management software and liaising with the communications team.
- Arranging for external presence and key conferences and attending to support as relevant.

Networks and Events:

- Respond to all enquiries promptly (email, phone).
- General data entry and update using MailChimp and Excel.
- Supporting the Programme and/or Network Lead with outreach to potential network members.
- Preparation of face to face and online workshops during the year (sending out joining instructions, room booking, overseeing attendance list, dietary requirements for attendees, preparation of materials, liaising with the speakers, assistance on the day).
- To keep a record of all newsletter materials and develop a draft via Mailchimp for editing by department lead.
- Updating private MS Teams group on a regular basis.
- Supporting the Queen's Nurse revalidation process and sending out annual updates.
- Creating and updating records on various platforms including MailChimp, Donor Strategy and spreadsheets.
- Contribute to the administration for online and face to face events.
- Contribute to the administrative support for internal and external events such as conferences, launches (from 80 to 300 guests per event) e.g. guest list, dealing with dietary and mobility requirements, preparing certificates, responding to delegate enquiries and sending out updates.

Innovation and Leadership

- Respond to all enquiries promptly (email, phone).
- General data entry and update using MailChimp and Excel.
- Supporting the Programme Lead with applications and interviews for new cohorts.
- Preparation for online meetings and residential workshops during the year (sending out joining instructions, room booking, overseeing attendance list, dietary requirements for attendees, preparation of materials, liaising with the speakers, assistance on the day).
- To keep a record of all newsletter materials and develop a draft via Mailchimp for editing by department lead.

Wider team contribution

- Cover other administrator and co-ordinator work in their absence.
- Contribute to team meetings.
- Work with other staff on QNI events and activities as part of small team.

Appraisal:

Regular informal meetings will take place with the Events Manager.

Formal appraisal meetings will occur twice a year when there will be an opportunity to review the work and revise the job description.

Personal and professional development will be arranged through consultation and as necessary considering the needs of the QNI and the post holder.

This job description will be regularly updated to reflect any changes in the level of responsibility, or duties associated with the post. Any updates or changes will be discussed with the post-holder.

NOTE: The QNI is a small organisation and it is important that the post holder should be prepared to be flexible and undertake such diverse activities as shall from time to time be necessary.

PERSON SPECIFICATION

Criteria		Essential /Desirable	Assessment
Education and Qualifications	A good general education with evidence of a high standard of literacy and numeracy (equivalent to GCSE English and Mathematics grade 4)	E	Application and assessment at interview
Skills & Knowledge	Experience of working in a coordination, support or administrative environment or demonstrable equivalent experience through other opportunities such as volunteering or internships.	E	Application/interview
	High level of digital literacy (MS Office, MailChimp, Eventbrite)	E	Application and assessment at interview
	Experienced in Zoom and MS Teams set-up for virtual/hybrid meetings	E	Application and assessment at interview
	Experience of organising events/workshops	E	Application/interview

	Attention to detail	E	Application/interview
	Good problem-solving skills	E	Application and assessment at interview
	Experience of using CRM packages to manage, distribute, and update work	D	Application/interview
	Experience of financial administration: raising purchase orders, following up on invoices etc.	D	Application/interview
	Awareness and interest in Community Nursing		
Personal Qualities	Proactive, flexible and enthusiastic	E	Interview/references
	Highly organised and methodical approach to managing workload, including competing deadlines	E	Application/Interview
	Able to work on own initiative and deliver timely, high-quality results	E	Interview/references
	Able to multi-task and work under pressure	E	Application/interview
	Enjoy working on different tasks	E	Application/interview
	Demonstrable commitment to equal opportunities	E	Application/references
	Able to communicate with people at all levels with interpersonal skills	E	Application/interview
	Able to work within a small, multi-disciplinary team and manage a number of tasks at any one time	E	Application/interview
	Able and willing to travel within the UK including Northern Ireland with occasional overnight stays	E	Application/interview
	Willing to work outside of office hours as necessary	E	Application/interview

OUR BENEFITS

Supportive Team

It might seem obvious, but we are genuinely committed to living our values of **excellence, inclusivity, partnership, independence, advocacy, legacy** and **integrity**. Many of us have been at the QNI for a long time and part of that is the value we place on being part of a team, both celebrating achievements but also supporting individuals through tougher times. At the core to this are our values which we believe come from our roots of having set up the first District Nurses in Liverpool 135 years and now live on in all nurses working in community. We believe one of the biggest reasons you would want to join us is the experience of working as part of our team.

Holiday

Full time staff are entitled to 25 days paid holiday. In addition, the QNI will be closed between Christmas and New Year, affording staff an additional 4 days' leave. In addition to the annual entitlement, staff are eligible for paid leave for all statutory and public holidays.

Workplace Pensions

The QNI has a generous workplace contribution scheme set at two levels. On the basis of a contribution by the employee of 3% it will make 6% contribution, similarly on a basis of a 5% contribution it will make a contribution of 10%.

Hybrid Working

While formally the place of work for our employees is our office at 1A Henrietta Place, London W1G 0LZ, we are currently testing hybrid working. This means that full-time employees are expected to be in the office one day every two weeks for their team. We are testing this through to October and whatever the outcome of the testing we would expect some form of flexible working to continue into the future.

Team Away Days

We gather as a full team at least four times a year. This is an important part of our work to celebrate the work we have done, an opportunity to knowledge share and input into future plans together.

Season Ticket Loan

We provide an interest-free season ticket loan.

APPLICATION PROCESS

We welcome applications from candidates from the private, public or not for profit sector who can demonstrate the skills and competencies to undertake the work. As a charity that values and celebrates patients and a diverse workforce of nurses, we are keen to receive applications from people who have experienced disadvantage and from those who are of Black, Asian and Minority Ethnic communities.

As outlined in the person specification this is one that provides a broad experience of working in non-profit sector from which to explore different specialisms and development opportunities.

Applications are welcomed from those with transferable skills but not necessarily direct experience of meeting the criteria laid out the competency specification including recent graduates, moving careers or individuals returning to work from a career break.

The deadline for applications is close of business **Monday 5th September, 5pm**. The method of application is via a CV (no more than two sides) and tailored supporting statement (no more than two sides) explaining how your skills, knowledge and experience fit the job description and person specification, along with your motivations for applying. Please also including a diversity monitoring form. Please address each essential requirement from the person specification in your cover letter.

Applications should be made to our Office Manager, Christine Widdowson at christine.widdowson@qni.org.uk. If you wish to speak to our Events Manager about the role, you should contact Christine and she will make an appointment for you.

First interviews will take place w/commencing 12th September.