



SENIOR EVENTS AND PROGRAMME CO-ORDINATOR

RECRUITMENT PACK



The Queen's Nursing Institute
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Professor John Unsworth OBE, Chair; Dr Crystal Oldman CBE, Chief Executive
Charity number 213128 Founded in 1887

We believe in the best possible nursing for people 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.



WELCOME FROM THE CHIEF EXECUTIVE



Dear Applicant,

Thank you for your interest in the role of Senior Events and Programme Co-ordinator at The Queen's Nursing Institute (QNI).

The QNI is the oldest professional nursing charity in the world and is a leading voice for nurses working in the community. Our values of excellence, inclusivity, partnership, independence, advocacy, legacy and integrity underpin the charity's strategic plan 2021-25 which is included in the pack.

The community is where most people receive their care, with more than 90% of all clinical contacts taking place in a community setting. Healthcare providers – NHS and independent – are caring for more people than ever at home and in the community, avoiding unnecessary hospital admissions.

In recent years we have increased the range of activities we undertake, and the support we give to nurses to help them deliver excellent care in the community. Our work includes leadership development, nurse-led innovation projects, standards for nursing education and practice, and a growing number of specialist professional networks, such as our homeless and inclusion nursing network.

You would be joining the charity at a very exciting time. We are expanding our work with the 2500 Queen's Nurses who deliver care in England, Wales and Northern Ireland. We are also launching a new provision for community healthcare provider organisations and the post holder will help coordinate this exciting new work.

If you would like an informal discussion about the role, please do contact our Events and Membership Manager, Edina Peto, who would be very glad to hear from you.

Dr Crystal Oldman CBE, 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: Senior Events and Programme Co-ordinator

CONTRACT: Permanent

RESPONSIBLE TO: Events and Membership Manager

HOURS/SALARY: 35 hours full time, £32,000 per annum

BASE: Central London (W1G 0LZ) – we are currently operating 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

Job aims

The QNI seeks to support nurses working in a community context through its programmes with the aim of both improving and enhance 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 Event Coordination Team is a key core team led by our Events and Membership Manager responsible for ensuring that professional programmes, network and event support is provided to the QNI's core programmes of work and the nurses in the team that lead them.

The Senior Events and Programme Coordinator has key responsibility for supporting our Leadership Programmes working alongside the Events and Membership Manager, Director of Nursing Programmes (Leadership and Standards) ensure work is covered by the wider team and to act as a central point of contact for partners and clients.

The role will also pick up other co-ordinator duties as part of the wider team which is expected to work flexibly to cover the requirements of the organisation.

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 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.

Key priorities

Leadership Programme

- Supporting the organisation in the delivery of the leadership programmes, ensuring that collectively the team covers and shares the required workload, by working closely with the Events Manager to ensure that the QNI can achieve its organisational objectives.
- Acting as the main point of contact and knowledge basis for course speakers, clients, partners and participants on the course.

- To act as a key point of contact for business development and exploring alongside the Director of Nursing Programmes the pipeline for new partners and funding opportunities.
- Ensuring with the Events Manager coverage of the team for the setting up workshops and courses and ensuring the underpinning administration and coordination is in place.
- Maintaining lists of key stakeholders, ensuring appropriate follow-up of leads and contacts and maintaining first point of contact.
- Working with the Director of Nursing Programmes to track key deliverables within a programme and ensuring the recording of responsibilities.
- Ensuring the issuance of invoices and onboarding of participants where appropriate.
- Responsible for ensuring appropriate updating of CRM, events management software and liaising with the communications team.
- To support the development of a Leadership Programme alumni network and build that into a self-organising community with the wider QNI team.

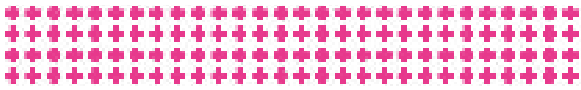
Wider Team Contribution and Networks, Standards, Events and Innovation:

- Overseeing the coordination and administration of a number of QNI networks
- Supporting the Network Lead with outreach to potential network members
- Preparation of online network meetings (creating Zoom events, setting online registration pages, sending out joining instructions, overseeing attendance list, preparation of materials, liaising with attendees and speakers, assistance on the day)
- Respond to all enquiries promptly (email, phone) with the rest of the team
- General data entry and update using MailChimp and Excel
- To keep a record of all newsletter materials and develop a draft via Mailchimp for editing by department lead
- Creating and updating records on various platforms including MailChimp, Salesforce and spreadsheets
- 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

Appraisal:

- Regular informal meetings will take place with the Events and Membership 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 (E) / Desirable (D)	Assessment Application form (A) Interview (I)
Education & 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 form/ Interview
Skills & Knowledge	Minimum of four years' experience of working in a coordination, support or administrative environment	E	A/I
	Experience of working in a delivery environment supporting course delivery and learning objective.	E	A/I
	High level of digital literacy (MS Office, MailChimp, Eventbrite)	E	A/I
	Experience of using CRM packages to manage, distribute, and update work	E	A/I
	Experienced in Zoom and MS Teams set-up for virtual/hybrid meetings	E	A/I
	Experience of organising events/workshops	E	A/I
	Attention to detail	D	A/I
	Good problem-solving skills	D	A/I
	Experience of financial administration: raising purchase orders, following up on invoices etc.	D	A/I
	Awareness and interest in Community Nursing	D	A/I
Personal Qualities	Proactive, flexible and enthusiastic	E	A/I
	Highly organised and methodical approach to managing workload, including competing deadlines	E	A/I
	Able to work on own initiative and deliver timely, high-quality results	E	A/I
	Able to multi-task and work under pressure	E	A/I
	Enjoy working on different tasks	E	A/I
	Demonstrable commitment to equal opportunities	E	A/I
	Able to communicate with people at all levels with interpersonal skills	E	A/I
	Able to work within a small, multi- disciplinary team and manage a number of tasks at any one time	E	A/I
	Able and willing to travel within the UK including Northern Ireland with overnight stays (up to 10 nights per year)	E	A/I
	Willing to work outside of office hours as necessary	E	A/I

OUR BENEFITS

Supportive Team

We are 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 137 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 do hybrid working. This means that full-time employees are expected to be in the office one day every two weeks for their team.

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 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.

The deadline for applications is **Thursday 15 August 2024 at 5pm**. The method of application is via the application form in the job pack. Please email your application to christine.widdowson@qni.org.uk.

If you wish to speak the Events and Membership Manager about the role, please email edina.peto@qni.org.uk.

Interviews will take place in the office on **Tuesday 27 August 2024**.