UK Kidney Association
Job description

Job Title: **Programme administrator**

Department/section: **Programmes / KQIP**

Reports to: **Quality Improvement Programme Manager**

General information

Improving lives by supporting professionals in the delivery of kidney care and research, the UK Kidney Association is the leading professional body for the UK renal community. We welcome members working in clinical renal care, treating and caring for people with kidney disease, and those working in research, or related sciences and fields.

The UK Renal Registry is the part of the UK Kidney Association responsible for the collection, analysis, management and development of a high quality clinical renal database. We use data submitted from the 71 adult and 13 paediatric renal centres across the country to create the database. The information, in the form of data and reports, is a shared resource used to develop research into kidney disease to improve the quality of care for renal patients.

Job Purpose

To provide high quality and comprehensive programme administration and coordination to the KQIP national and regional workstreams and KQIP operations. To provide seamless administrative support to Kidney Quality Improvement Partnership (KQIP) colleagues.

Key Working Relationships

Contact	Relationship to
Quality Improvement Programme Manager for AKCC	Reports to, line managed by
KQIP Programme Officer	Works closely with
KQIP team	Provide administrative support to

Operational Role

1. Provide proactive programme administration and coordination to the Programmes/ KQIP management and staff, to ensure assigned programme aims are met and deadlines are achieved.
2. Manage the diaries of the KQIP programmes lead and programme managers and support the national clinical leads' KQIP commitments through a shared diary system.
3. This will include arranging meetings and events, booking facilities, contacting speakers/trainers, drafting agendas, collation of papers, formatting presentations, attending meetings, minute taking and distribution of minutes.

4. Participate in relevant internal and external workstream meetings to provide information and support in the development of workstream project plans and reports; minute these meetings.
5. Update and maintain assigned programmes' online presence, including social media and website, working closely with the KQIP programmes support officer, and the UKKA marketing and communications lead where required.
6. Assist in the arrangements for the printing and circulation of promotional materials relating to the various active programmes.
7. Implement and maintain effective internal and external communication arrangements to prevent unnecessary problems.
8. Develop, update and maintain the contacts database for assigned programmes, monitoring and logging progress and updates.
9. Build good working relationships with respect to the role requirements with internal and external stakeholders at all levels.
10. Work on collating data to demonstrate progress made to achieving Programme objectives.
11. Data processing and liaising with external contacts to ensure data validity.
12. Provide the necessary information to ensure invoices are raised relating to the programmes, in an accurate and timely manner.
13. When required, provide cover for administrative colleagues, to ensure effective and uninterrupted administrative support to all areas within the organisation.

Behaviours and attitude
14. Demonstrate an excellent customer service approach to the performance of all duties.
15. Demonstrate a proactive and assertive attitude and approach to the performance of all duties.
16. Maintain a high level of professionalism at all times and in all communication with internal and external stakeholders.

General
17. The postholder is expected to undertake any other appropriate duties commensurate with the grade.

Line Management Role
None

Person specification

Qualifications	Essential/Desirable
GCSE English Grade C or above (or equivalent)	E
GCSE Maths Grade C or above (or equivalent)	E
Other business qualification	D

Experience/skills/knowledge	Essential/Desirable
A proven record of success in business administration, preferably in a related industry	E
Experience of minute taking	D
Proven ability to use online administration solutions, such as (but not exclusively or limited to) online conference and video calls, surveys, diary and meeting management, events registration, marketing, payments/direct debits, etc.	E
Experience of database management and analytics	E
Understanding of and ability to administer and update web platforms and social media	E
Sound working knowledge of MS Office applications, especially Word, Excel, PowerPoint and Outlook	E
Proven ability to meet deadlines	E
Excellent analytical and problem-solving skills	E
High level of interpersonal skills with proven ability to build relationships and communicate effectively with a wide range of stakeholders at all levels	E
Excellent written and verbal communication skills	E
Excellent organisational skills	E
Accuracy and attention to detail	E
Time management and workload planning skills	E
Self-motivated and disciplined	E
Ability to work with minimal supervision	E
Evidence of excellent team working approach	E
Ability to remain calm under pressure and adapt to a rapidly changing environment	E
Display absolute integrity, trust, and responsibility	E
Ability to adapt to changing organisational and operational needs	E
Capable of handling complex and multiple tasks simultaneously	E
Understanding/experience of working within a membership organisation	D
Understanding/experience of working within a charitable organisation, Healthcare industry or academic institution	D

Other knowledge

Knowledge	Essential/Desirable
Understanding of the principles and importance of confidentiality and information governance	E
Knowledge of website management and content administration	D

Other Relevant Information

Travel requirements
Some UK travel may be required together with overnight stays.

Equality & Diversity Aims
As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

Risk Management
Staff at all levels have a responsibility for ensuring that risks are managed, as an employee you will be expected to maintain a high level of awareness and assist in the process of reporting incidents, assessing risks and reporting unsafe occurrences and to co-operate with any investigations undertaken.

Health and Safety
Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. As an employee you are required to report all accidents to the General Manager.

Information Security and Confidentiality
During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 2018 unless explicit written consent has been give by the person identified, or where information sharing protocols allows it.

General Information
This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder.

Approved by: Date:

Accepted by: Date: