

UK Kidney Association Job description

Job Title:	Events assistant
Department/section:	UKKA Secretariat
Reports to:	UKKA Events Team Manager

General information

Improving lives by supporting professionals in the delivery of kidney care and research, the UK Kidney Association (UKKA) 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

The post holder will work closely with the events managers to ensure the smooth running of face to face and online events. Responsibilities will include general administration related to event planning meetings, updating the events calendar, abstract management, attendance certificates, the management of CPD applications, event feedback, attendance certificates and speaker management.

Key Working Relationships

Contact	Relationship to
UKKA events team manager	Line manager, works closely with
Marketing and Communications Officer	Works closely with
Marketing and Communications apprentice	Works closely with
UKKA Business manager	Works closely with
UKKA senior administrator	Works closely with
UKKA administrator	Works closely with
UKKA Chief Executive	Liaise with when appropriate, provide updates

Main Duties

Event administration

1. Act as point of contact for queries relating to the event activities of the UKKA and its sub-committees.
2. Respond to enquiries by telephone, mail or email in a fast, friendly and efficient manner, including relaying relevant enquiries to appropriate Trustees and Programme Committee members, during normal working hours.
3. Provide general administration support to event planning meetings, including setting up meeting and ensuring notes and action points are recorded and distributed.
4. Ensure the events calendar is kept up to date, paying particular attention to horizon scanning for external events and holidays.
5. Provide administration of the website by updating resources, posting events and making changes to content where instructed.
6. Support the event managers in venue scoping.
7. Support the delivery of in-person and online events, such as webinars, including supporting digital facilitation.
8. Support the events managers with administration of the abstract submission and marking process.
9. Report regularly on event statistics, including delegate numbers and abstract submissions.
10. Maintain delegate records, including accommodation rooming lists, dinner reservations and dietary information.
11. Create and distribute attendance certificates, ensuring accurate records are maintained.
12. Liaise with speakers, chairs and panels, inviting and securing bookings, issuing thank you letters.
13. Administer event feedback, including creating and distributing online surveys and collating responses.
14. Administer the CPD application process, liaising with event leads and speakers, populating information.
15. When required, provide cover for administrative colleagues, to ensure effective and uninterrupted administrative support to all areas within the organisation.
16. Meet regularly with administrative colleagues to ensure workload planning and effective cross-cover arrangements are achieved.

Reporting

17. Create positive relationships with all members and trustees of the UKKA.

External Relationships

18. When representing the UKKA to project a professional and reputable image

Behaviours and attitude

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

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

Person specification



Qualifications	Essential/ Desirable
Grade C or above (or levels 9-4) in Maths and English GCSE, or equivalent level of qualification	E
A level or equivalent level of qualification	D

Experience/skills/Knowledge	Essential/ Desirable
A proven record of success in business administration, preferably in an events capacity	E
Proficient and confident IT user, with sound working knowledge of MS Office applications, especially Word, Excel, PowerPoint and Outlook	E
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, e-mail marketing systems, payments/direct debits, etc.	E
Proven to be proactive and disciplined, able to use initiative to take on actions in own areas of responsibility	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 and attention to detail	E
Evidence of excellent team working approach	E
Demonstrable understanding of information governance and data protection principles	E
Understanding/experience of working within a membership organisation	D
Understanding/experience of working within a charitable organisation, Healthcare industry or academic institution	D
Experience of minute taking	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 given 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: