

UK Kidney Association Job description

Job Title:	Programmes support officer
Department/section:	Programmes / KQuIP
Reports to:	KQuIP programmes lead

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 business support and programme coordination to the management and staff involved in KQuIP Programmes and their workstreams.

To work with administrative colleagues in the UKKA to provide seamless administrative support to all colleagues.

Main Duties

Administrative and project support

1. Maintain the administrative infrastructure to proactively carry out a range of business support services and programme coordination for the management and staff involved in the various active national KQuIP programmes, to ensure programme aims are met and deadlines are achieved.
2. Arrange meetings and events, in person and virtual, booking facilities, contacting speakers/trainers, drafting agendas, collation of papers, producing presentations, attending meetings, minute taking and distribution of minutes.
3. Manage the diaries of the KQuIP programmes lead and programme managers and support the national clinical leads' KQuIP commitments through a shared diary system.
4. Communicate regularly with the KQuIP programmes lead and national clinical lead to ensure up to date awareness and understanding of their current priorities and support needs.
5. Ensure proactive delivery of administrative and project support for current and ongoing programmes.
6. Ensure that the Programmes filing system is effectively maintained.
7. Support the programme managers to maintain the project risk registers and problem logs to ensure they are actively managed and escalated in a timely manner.

8. Develop, update and maintain the programmes contacts database, monitoring and logging progress and updates.
9. Support the programmes team in developing e-learning as appropriate utilising the Moodle platform.
10. Access and interpret data from a range of appropriate sources, including spreadsheets and requesting data from UKKA colleagues and cross-checking against programme objectives and expectations; collate and present this data to demonstrate progress made to achieving Programme objectives.
11. Data processing and liaising with external contacts to ensure data validity.
12. Participate in relevant internal and external workstream meetings to provide information and support in the development of workstream project plans and reports.

Patient Reported Experience Measures (PREM)

13. Manage the complete operational and administrative process for the national PREM survey.
14. Liaise with contacts at kidney units, the University of Hertfordshire and at Kidney Care UK, to ensure all stakeholders are kept up to date and contributing appropriately to the process within specified timescales.
15. Liaise with relevant programme managers and HR manager to source admin support for survey processing and scanning.
16. Liaising with relevant internal and external colleagues, ensure process for the electronic survey is functioning as required, escalating issues appropriately.
17. Liaise with renal centres and external print/design companies to ensure sufficient hard copy surveys and resources are produced and distributed.

Communications

18. Build good working relationships with respect to the role requirements with internal and external stakeholders at all levels
19. Using up to date awareness and knowledge of the Programme team's and individual programme managers' activities and priorities, ensure the team's online communication channels are kept up to date, including relevant pages of the UKKA website, and social media.
20. Support the programme managers with the management of the KQuIP social media platforms, ensuring posts are aligned with broader organisational communications strategy.
21. Assist with the administration and maintenance of websites and online platforms.
22. Using appropriate software, support the marketing and communications lead, and programme managers with the production of promotional materials.
23. Assist in the arrangements for the printing and circulation of promotional materials relating to the various active programmes.

Finance

24. Provide the necessary information to the finance team, to ensure invoices are paid in an accurate and timely manner.

Admin

25. When required, provide cover for administrative colleagues, to ensure effective and uninterrupted administrative support to all areas within the organisation.
26. Meet regularly with administrative colleagues to ensure workload planning and effective cross-cover arrangements are achieved.

Behaviours and attitude

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

General

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

Line Management Role

None

Key relationships

Internal

Other members of the Programmes team
Other team members from the UK Renal Registry
Key sponsors for the active Programmes

External

NHS England
Workstream Chairs/Co-Chairs and other members of the workstreams
Various Programme Board members
Consultancies and external contractors

Person Specification

Qualification	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, or demonstrable equivalent level of knowledge and experience	E
Other business qualification	D
Experience/skills (specify level/criteria)	Essential/Desirable
A proven record of success in business administration, preferably in events, education, exhibitions	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, etc.	E
IT literate, with proven expertise in Microsoft Office, particularly in MS Excel, Word and PowerPoint, with an understanding of data analysis	E
Knowledge of website management and content administration	D
Demonstrable effective planning, administrative and organisational skills, with excellent attention to detail	E
Meeting management experience and minute-taking skills	D
Experience of effectively juggling multiple deadlines, responding to requests at tight deadlines, and prioritising and planning workload on a daily basis	E
Diary management skills	E
Proven to be self-sufficient and disciplined, able to use initiative to take on actions in own areas of responsibility	E
High level of interpersonal skills with proven ability to communicate with and manage a wide range of stakeholders at all levels in a positive, enthusiastic and professional way	E
Team worker, including diplomacy and proven success working with different types of people	E
Excellent written and verbal communication skills	E
Demonstrable experience of building successful professional relationships	E
Demonstrates a commitment to delivering high quality work and, with appropriate support, developing self and role.	E
Able to demonstrate analytical and problem-solving skills	E
Experience in supporting educational events	D
Experience of administering or supporting online learning	D
Project Management support experience	D
Project management skills	D
NHS or other healthcare working experience	D

Knowledge	Essential/Desirable
Demonstrable understanding of information governance and data protection principles	E
Knowledge of project terminology	E
Renal terminology	D

Other Relevant Information

Travel requirements

Some UK travel will occasionally be required to provide support at Programme meetings or events or in the course of normal duties. Some UK and European 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 1998 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: