

Post Vacancy: Visits and Events Support Officer

Vacancy Reference: 20_NHSA_VEO

Responsible to: Head of External and Public Affairs

Responsible for: N/A

Salary: £23,000 to £25,000 dependent upon experience

Contract: Fixed Term for 3 years

FTE: Full time (based on a 40-hour working week)

Background Information

[The Northern Health Science Alliance](#) (NHSA) was established in 2011 and acts as a front door to the North of England's health research system, working for a healthier, wealthier region. As a partnership established by the leading universities, NHS Hospital Trusts and all four Academic Health Science Networks in the North of England, the NHSA acts as an advocate for, and provides a portal to, its internationally recognised health science excellence.

The NHSA has enjoyed significant success in creating opportunity and value for its member organisations and currently counts 24 constituent organisations, which include 10 research-intensive universities, 10 research-active NHS trusts and the four Northern Academic Health Science Networks. By bringing the Alliance together it has been able to leverage individual organisational strengths and capabilities for greater impact, raising the profile of health science in the North of England, attracting research funding from traditional and non-traditional sources, and contributing to better patient outcomes in its regions.

Guiding Principles of our Organisation and the Role:

Whilst the successful applicant will have the title of 'Visits and Events Support Officer', we are looking for an 'all-rounder' who understands the necessity for teamwork and the importance of rolling up their sleeves to assist in all areas of our activity whenever they are needed. The day to day activity outlined below should be viewed as a guide only, and the successful applicant can expect their role to be diverse with no two days being the same. You will work 'agilely' from a home base, but you will be connected via an innovative Microsoft virtual platform called 'Teams' making it easy for regular contact with your line manager and the rest of the team. We know that first impressions count, and we pride ourselves on the professionalism and effectiveness of our interactions; so you must possess excellent inter-personal skills and be highly professional in all your communications, both internal and external.

Job Description

Main Purpose of the Role: The Visits and Events Support Officer role is a pivotal one, and ultimately has the purpose of supporting the NHSA in delivering high-level visits and events to the highest standard, ensuring that the brand and reputation of the NHSA is maintained and maximised upon.

With a unique blend of external and internal facing duties, this role represents an exciting and dynamic opportunity to significantly develop the NHSA's capabilities in visits and events coordination.

Summary of Duties:

- Work in partnership with Programme Leads on visit and event project management or part-project management as required
- Support the management and delivery of logistical arrangement of events
- Provide content for our social media platforms in relation to our visits and events activity
- Work with the wider NHSA team to identify and maximise communications and business development opportunities related to visits and events activity
- Represent NHSA at high-level events as a key member of the team
- Track and analyse visits and events activity
- Report on timescales, progress and budgets as required
- Direct event materials including stand design and logistics
- Coordinate event materials including stand design and marketing materials
- Copywrite for marketing materials, brochures and adverts
- Liaise with suppliers including printers, designers and logistics firms
- Management of promotional materials and working knowledge of systems such as Eventbrite, Mailchimp and WordPress

External Facing:

- Support the delivery of high-quality visits and events closely aligned to our thematic areas of activity (healthy ageing; data and learning systems; health inequalities; mental health; translational research).
- Support the delivery of high profile national events including party conferences, political roundtables, parliamentary events, high profile international and international conferences
- Bring together via a variety of communication channels a variety of stakeholders on domestic and international stages ranging from commercial organisations; clinicians and academics; patient and public; innovation and adoption experts.
- Develop and promote the NHSA's capabilities through visits and events coordination and maintain the reputation and profile of the NHSA.
- Contribute insights and advice on how we deliver our visits and events across all of our activities.
- Act as a named point of contact for liaison with visits and events delivery partners, e.g. venues and catering.

Internal Facing:

- Being the go-to person for the NHSA team, on visits and event delivery and success; from early ideas and inception stage to delivery
- Work closely with the Head of External and Public Affairs to make sure NHSA profile and reputation is upheld and enhanced through delivery of excellent events and visits and associated materials
- Providing dedicated support to the Executive Team and Programme Leads with regard to visits and events coordination.

The successful applicant will work with our existing networks and have an understanding of the different sectors the Alliance serves, with a core focus of maintaining relationships with our constituent member institutions and organisations across the entire Northern region and championing their collective expertise on domestic and international stages. They will need to successfully engage with a wide variety of stakeholders at all levels and from a variety of backgrounds and cultures, possess a flair for negotiation, and have an ability to drive communications with varied groups of people.

The successful applicant will also need to demonstrate credibility, dynamism, energy, resilience and emotional intelligence plus an ability to successfully manage competing demands on time and resource. The ability to meet deadlines and ask for help when needed is crucial in order to manage competing demands on your time and, most importantly, to not favour one constituent member of the Alliance over another in order to maintain the 'honest broker' credibility that the NHSA has fostered.

Please see pages 4 and 5 for the Person Specification for this role.

Person Specification:

E: Essential, D: Desirable

Qualifications		Evidence
Appropriate qualification(s) at degree level or equivalent.	E	CV
Evidence of significant continuing professional development.	E	CV
Knowledge, Skills and Experience		
Proven experience of event management experience in a complex, multi-stakeholder and trans-sector environment.	E	Personal Statement
Proven experience of budget management for visits and events of all sizes, including evidence of delivering within or under budget.	E	Personal Statement
Proven experience of convening multi-agency, multi-disciplinary stakeholders for the purpose of large meetings and events.	E	Presentation
Knowledge of the North of England as a culture and community, along with its assets and challenges that impact on event coordination.	E	Presentation
Ability to balance the demanding and sometimes conflicting expectations of our constituent members, and the ability to not prioritise one constituent member organisation over another therefore ensuring equity and trust across the membership.	E	Interview
Excellent communication skills, both written and verbal, and project management skills including use of platforms such as Mailchimp, Eventbrite and Wordpress Interview/CV.	E	Interview
Ability to work from own initiative and independently with a flexible approach.	E	Personal Statement
Ability to prioritise and manage a complex and demanding workload, meet deadlines and support others to do likewise	E	Interview
Confidence in terms of the way in which the constituent sectors of the NHSA sit alongside each other, interact and often dovetail; and the strategic drivers of the various sectors	D	Personal Statement
Willing to undertake regular domestic and occasional international travel in order to fulfil their role / based in the North of England	E / D	Personal Statement
Attributes and Behaviours		
Credible influencer and negotiator with the ability to shape decisions and pose best practice advice with a variety of audiences in relation to visits and event coordination.	E	Interview
Energetic and dynamic with a demonstrable passion to uphold and champion the NHSA's vision and mission to a variety of audiences.	E	Interview
Emotionally intelligent communication in all formats; with colleagues, Alliance members and stakeholders of all levels and backgrounds.	E	Interview
Demonstrate perception and an astute political acumen.	E	Interview

A word about Confidentiality and Data Protection: The NHSA takes its responsibilities very seriously, and the role-holder must maintain the confidentiality of sensitive information about staff and any other personal

information and meet the requirements of the Data Protection Act (2018) at all times. The role-holder must comply with all NHSA policies and procedures at all times.