

**Royal Hospital for Neuro-disability**

**Job Description**

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| **Job title:** | Events Administrator  |
| **Department:**  | Research |
| **Salary grade:** | £16,000-17,000 per annum depending on experience  |
| **Responsible to:** | Academic Event Manager |
| **Responsible for:** |  |
| **Behavioural Framework:**  | Employee  |

**Scope**

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

The research department support clinical advances, provides factual information for families, professionals and policy-makers, and offers specialist training for clinicians.

We organise workshops and courses, alongside conferences and seminars to train and educate professionals. You can download the [Education and Training brochure 2019 here](https://www.rhn.org.uk/content/uploads/2018/11/RHN-education-training-brochure-2019-WEB.pdf).

Last year, we recruited an archivist to preserve the historical archives of the organisation, this year we are opening the archive service to researchers and next year we will develop our heritage outreach.

**Main Objectives of the role**.

1. Demonstrate an awareness of RHN’s objectives and contribute to achieving them appropriately.
2. Strive to improve efficiency in all areas of your work.
3. Provide event (e.g. heritage workshops, training, conference and lectures) support including assistance with bookings, customer care, paperwork preparation, logistics and practical support on event days
4. Co-ordinate internal events (e.g. medical training, Schwartz rounds, lunchtime seminars, patient art workshops, training for volunteers ) including but not limited to room booking, catering, marketing, gathering feedback, speaker bookings and IT support.
5. Recruit and co-ordinate volunteers for the heritage archives development project.
6. Co-ordinate outreach events with schools and external groups/societies.
7. Be innovative and able to work with a minimum of supervision and take responsibility.
8. Provide other administrative, clerical and secretarial duties, which may be delegated from time to time.
9. Complete an Apprenticeship standard successfully within 18 months

**Key Responsibilities MAX 10**

1. Co-ordinate and provide administrative, clerical and secretarial support within the Research Department.
2. Respond flexibly to changing situations, prioritise own work appropriately, ensuring adherence to deadlines and deal calmly with unexpected events.
3. Provide excellent customer support and assist with event enquiries.
4. Process bookings and payments for academic events.
5. Market events via social media, journal advertisements and posting blogs drafted by the RHN archivist or volunteers etc.
6. Recruit and coordinate volunteers’ training and expenses

**Person specification: Essential and Desirable MAX 10**

1. Good standard of computer literacy including Word, Excel. (E)
2. Experience of using databases (D)
3. Organised, attention to detail (E)
4. Good professional and interpersonal communication skills (written and verbal) (E).
5. Proven experience of good customer service (E)
6. Ability to be adaptable and flexible with working hours (E).
7. Time management skills and ability to prioritise workload. (E)
8. Good sense of humour (E)
9. Eager to learn and not afraid to be hands-on (D).

**Employee Behavioural Framework**

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| **Working Collaboratively for RHN** |
| Demonstrating our values and working together to deliver the best possible service for patients and customers.  |
| * I share information within my team.
* I will ask for assistance if I need help.
* I work with my team to resolve problems.
 | * I am willing to learn new skills.
* I offer help to my team if they need it.
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| **Achieving our Potential** |
| Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.  |
| * I take personal responsibility for my tasks
* I seek opportunities for personal development
* I am willing to carry out new tasks if required
 | * I suggest improvements and new ideas
* I know what I’m good at and where I need to improve.
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| **Preparing for the Future** |
| Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement. |
| * I know what areas I need to improve
* I am willing to learn to broaden my skills and knowledge
 | * I reflect on my team’s successes and challenges
* I speak up in team meetings and express my views
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| **Leading by Example** |
| Acting as a role model and setting an example that motivates and inspires others at RHN. |
| * I take pride in what I do
* I am punctual
* I try not to let my team down and ask for support when I need it
 | * I’m a good team player
* I improve my knowledge by learning from others
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| **Committing to our Patients & Customers** |
| Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.  |
| * I demonstrate a positive attitude
* I am proud of the work I do
* I always promote a positive image of the RHN
 | * I respond in a timely manner
* I share knowledge with my team
* If I cannot answer a question, I’ll ask my nearest colleague to help
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The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: