

## Job Description

# PA & Senior Member Engagement Officer, ICS Network

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Reports to: Assistant Director of Policy, ICS Network

Location: Flexible, with occasional travel to London

### About NHS Confederation

The NHS Confederation is the membership organisation that brings together, supports and speaks for the whole healthcare system in England, Wales and Northern Ireland.

The members we represent employ 1.5 million staff, care for more than 1 million patients a day and control £150 billion of public expenditure. We promote collaboration and partnership working as the key to improving population health, delivering high-quality care and reducing health inequalities.

The NHS Confederation's ICS Network is a national network which supports ICS leaders to exchange ideas, share experiences and challenges, and influence the national agenda. The Network supports engagement across ICSs and promotes effective system working, including supporting the development of thriving places within systems.

### About the Role

The PA & Senior Member Engagement Officer will provide extensive support to the ICS Network's Director by managing their diary, appropriately engaging wider stakeholders in the delivery of this, and liaising with others in similar roles supporting the wider NHS Confederation leadership. They will also be responsible for supporting effective engagement with our members through our core Chair and Chief Executive leadership forums, the ICS Network Board, one-to-one member management, events, conferences and visits.

The role will work closely with central communications, membership functions and the events team to effectively support members, maintain excellent member relationships, and ensure that engagement with members is well co-ordinated and reflective of the wider Confed's programme of work.

The post holder will work with the ICS Network team and use knowledge of the issues affecting integrated care systems to deliver high-quality events and communications and build positive relationships with senior

stakeholders. This will include coordinating our highest-profile member forums, supporting our Board, and co-ordinating the member visits programme on behalf of the ICS Network.

The role-holder will also be expected to join up across other teams and support wider organisational initiatives as much as ICS Network work. This includes working with other PAs and the Business Manager for the CEO and Chair's office.

## Responsibilities

### Key relationships

The postholder will build strong relationships with:

- The ICS Network team and its Director
- The Network Chair and members of the ICS Network board
- ICS Network member organisation lead contacts
- The Business Manager for the CEO and Chair's office, and other administrative teams
- Staff from across the wider NHS Confederation, including communications and events teams
- Partner organisations and key stakeholders, including events venue suppliers

### Personal Assistant to the ICS Network Director

Support the ICS Network Director by:

- Managing their diary to ensure their schedule is clear and consistent, and sufficiently prioritises key meetings and opportunities, e.g. with members, key external stakeholders, and events
- Supporting the Director to be briefed and prepared for key meetings and speaking opportunities, including events, conferences, visits and key stakeholder engagements
- Being a champion for CRM by ensuring records of the Director's engagements are maintained
- Coordinating their involvement of key internal meetings, such as Group Exec, integration sub-group, Taskforce and others
- Fulfilling other ad hoc tasks for the Director or senior team as and when necessary

### Membership engagement

Assist the Director and communications and membership functions for the ICS Network in maintaining membership relationships through:

- Building effective and positive relationships with members
- Managing CRM contacts, groups and marketing lists ensuring information is up to date and proactively identifying changes to contacts within member organisations

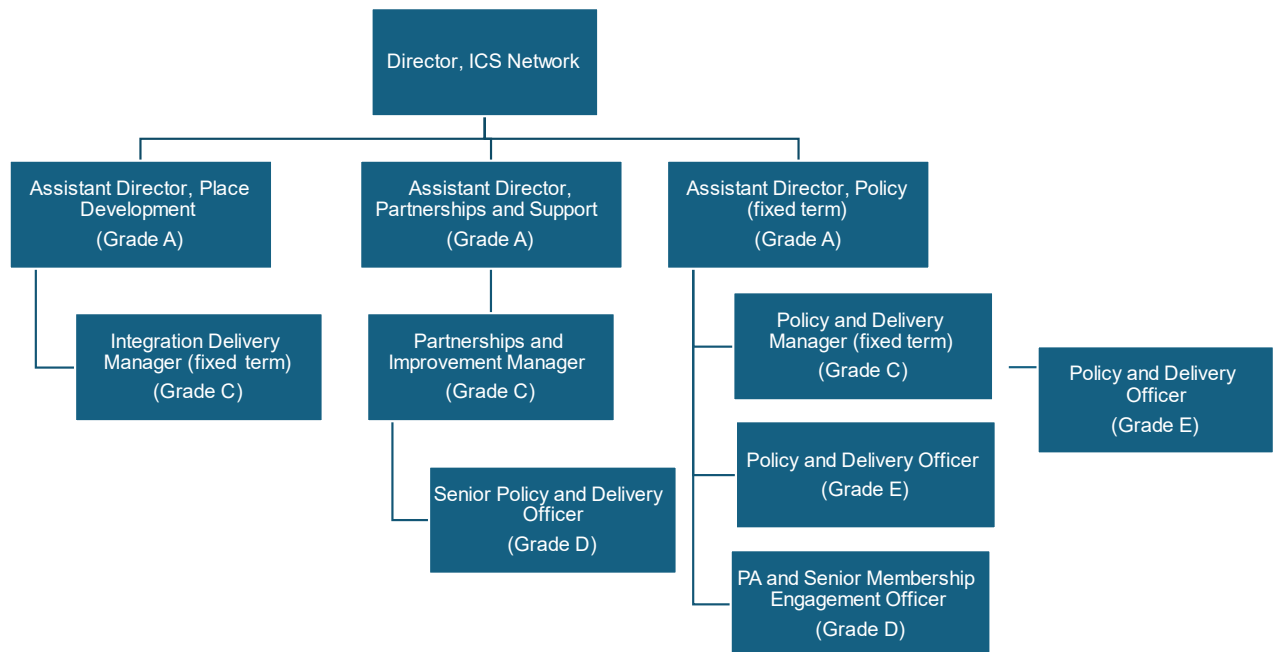
- Support the ICS Network team and wider NHS Confed membership team in identifying members that need re-engaging or contacting
- Assisting in ensuring member involvement in key ICS Network publications and events, ensuring a wide range of members are involved in our work
- Assisting the Network with board governance arrangements. This will include using knowledge of members to produce board papers and being the responsible officer for managing elections to the network board
- Coordinate member engagement work and responsibilities across the team ensuring they are effectively engaging with network members and potential members

## **Events, visits and conferences**

Assist the team to manage ICS Network visits, events and conferences through:

- Supporting the organising and running member events such as dinners with key speakers and assist the team in gathering info on priority topics, attendees and guest speakers
- Supporting planning and briefing for key internal stakeholders attending visits to members, including agenda planning, travel logistics and other support
- Supporting project planning for events such as the annual ICS Network conference and exhibition and the annual NHS Confederation conference
- Booking, briefing and liaising with speakers and AV/staging providers, and preparing briefings with support from the wider team
- Sending out marketing emails, materials and joining instructions

## Structural Chart



## Person Specification

### Essential criteria

- Experience of diary management and PA responsibilities
- Experience of member or stakeholder engagement including being able to build and manage effective stakeholder relationships and understanding of their priorities and proactively supporting or responding to them
- Excellent interpersonal and team working skills,
- Excellent written and verbal communication skills
- Ability to manage a fast-paced workload with multiple competing priorities and project manage a variety of activities
- Experience identifying developing opportunities and acting to support the team to capitalise on them
- Excellent IT skills and understanding of the online environment
- A demonstrable interest in working within the health and care sector
- The ability to maintain a contemporary understanding of issues facing our members

### Desirable Criteria

- Experience of working in, or with, the NHS or local government
- Previous events or conference management experience