

## Job Description

<b>Post</b>	Services Events Coordinator (maternity leave cover)
<b>Location</b>	Edinburgh
<b>Department</b>	Healthcare Advocacy Services
<b>Reporting to</b>	Services Event Producer
<b>Responsible for</b>	Services Events Administrator

### Job Summary

- Deliver the patient and family myeloma and AL amyloidosis information events programme consisting of face-to-face events and webinars hosted by the Healthcare Advocacy Services (Services) and held throughout the UK, developing the strategy for the programme and implementing event activity with the aim to increase participation and attendance
- Evaluate all events to inform future planning, including monitoring associated income/expenditure
- Line manage the Services Event Administrative Assistant, supervising their input to events as well as all other Services programmes
- Ensure joint working and communication with other Services Team members
- Report progress and performance regularly to your line manager
- As a member of the Services team, the Services Events Coordinator will contribute towards the planning and delivery of the charity's strategic, operational and departmental plans

### Key Deliverables

#### 1. Patient and Family Myeloma Information Events Programme:

- Organise the planning, coordination and delivery of the Services information events programme including administration, promotion and marketing, dealing with event logistics and delivery on the day
- Monitor the associated income and expenditure for the Services information events programme to ensure that the programme is delivered to budget

- Develop marketing material & a publicity and communications strategy for the Services information events programme with the Communications Team maximising use of the web and social media to encourage attendance
- Develop and maintain good working relationships with all stakeholders including contacts at venues, external companies/suppliers, chairs, speakers, attendees and healthcare professions and encourage their participation in the Services information events programme
- Ensure administrative support for the Services information events programme is completed on time and to a high standard
- Work with the Communications Team to ensure that all associated information events' materials reflect the Myeloma UK organisational brand and key messages
- Ensure that each information event is attended by a team of Myeloma UK employees and volunteers to support the delivery on the day and that they are appropriately briefed and trained to undertake required duties
- Conduct regular evaluations of the database and use the findings to drive and guide the Services information events activity and development
- Evaluate the programme on an ongoing basis and at the end of the year to determine areas for development and improvement

## **2. Reporting/administration:**

- Support the Services information events programme project planning, management, delivery, evaluation and work reporting across the Services events programme
- Oversee programme budgets, report performance and variances and work with your line manager to forecast, reforecast and conduct contingency planning
- Ensure that all programme plans and activity are implemented to the highest standard and in line with legislation, codes of practice and operational procedures
- Work with line manager to plan future activity in accordance with development plans
- Develop and collect KPI data to evaluate all Services events and proactively report on performance and success with your team and organisation regularly and as required

- Prepare regular updates for team meetings on the progress of agreed programme plans and objectives
- Keep abreast of relevant legislation, trends and best practice and work with your line manager to develop the necessary internal policies, procedures and guidelines accordingly

### **3. General duties:**

Continuous improvement, developing skills, adhering to organisational quality standards, and team-work underpin all roles at Myeloma UK.

General responsibilities include:

- Adopt the Myeloma UK principles of quality management
- Be attentive to and implement organisation brand and style guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Act as a source of information and support to colleagues throughout the organisation
- Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- This role may require some essential travel throughout the UK, therefore the post holder must be willing to travel
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

## Person Specification

Area	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent professional experience</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Successful event management experience including planning delivery and evaluation</li> <li>• Project management experience</li> <li>• Clear evidence of building effective relationships with external stakeholders to deliver objectives</li> <li>• Budget management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing and communications experience</li> <li>• Line management experience</li> <li>• Patient involvement experience</li> <li>• Experience in training or facilitating groups</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Thorough understanding of the principles of event management</li> <li>• Thorough understanding of how to identify and meet the needs of service users through event delivery</li> <li>• Knowledge of systems for event evaluation and service improvement</li> <li>• Understanding of the principles of effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• Rare cancer awareness and knowledge</li> <li>• Understanding of the needs of cancer patients and their families</li> </ul>

Area	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong project management skills</li> <li>• Excellent written and verbal communication skills, including an ability to tailor communication to different stakeholder groups</li> <li>• Excellent relationship development and management skills</li> <li>• Excellent presentation and negotiation skills</li> <li>• Ability to set priorities and work under pressure</li> <li>• Great attention to detail</li> <li>• Excellent organisation</li> <li>• Computer literate – good working knowledge of MS Word, Excel, PowerPoint and ability to use databases for recording and reporting</li> </ul>	
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Constant desire for improvement</li> <li>• Self-motivated, able to work without close supervision</li> <li>• Dedicated team player</li> <li>• Commitment and desire to make a difference</li> <li>• Ability to take initiative</li> <li>• Ability to manage a wide range of tasks and work well under pressure to meet deadlines</li> <li>• Flexibility and willingness to develop and expand the role</li> <li>• Ability and willingness to work out of the office as required and at weekends across the UK</li> </ul>	<ul style="list-style-type: none"> <li>• An ability to think strategically</li> </ul>

## Terms and Conditions

<b>Post</b>	Services Event Coordinator (full-time, 12 months fixed term)
<b>Salary</b>	£22,000 - £24,000 per annum
<b>Probation period</b>	6 months
<b>Hours of work</b>	<p>Standard office hours are 9:00 – 17:00 Monday to Friday and the standard working week consists of 35 hours. Myeloma UK operates a flexitime scheme and details will be provided by the HR and Operations Manager.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.</p> <p>This post holder will be required to work a minimum of 5 Saturdays in accordance with the schedule of activity. Time off in lieu is offered for weekend work in accordance with the organisation policy.</p>
<b>Holidays</b>	Holiday entitlement is 30 days per calendar year, plus 6 public holidays
<b>Pension</b>	Myeloma UK complies with its auto-enrolment obligations and, subject to matched employee contributions, offers a 5% pension contribution to all staff.
<b>Premises</b>	Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh EH7 4HG