

Job Description

Job Title:	Regulation Team Assistant
Salary:	Grade A, circa £26k - £28k plus pension and access to Private Medical Insurance
Contract:	Permanent – full time
Location:	London based
Reports To:	Head of Patient Safety and Quality Governance

Nature and scope

Independent Healthcare Providers Network (IHPN) is the membership network for independent healthcare providers. Our members deliver a diverse range of services to NHS and private patients including acute care, primary care, community care, clinical home healthcare, diagnostics and mental health across England, Scotland, Wales and Northern Ireland.

Our vision is for a thriving independent healthcare sector delivering great care to NHS and private patients. Our members deliver a diverse range of services to NHS and private patients including acute care, primary care, community care, clinical home healthcare and diagnostics across England, Scotland, Wales, and Northern Ireland. We have over 100 member organisations and interact with thousands of individuals across the sector through our groups, forums, events and newsletters. We also run a thriving Commercial Associate programme with over 30 different corporate partners.

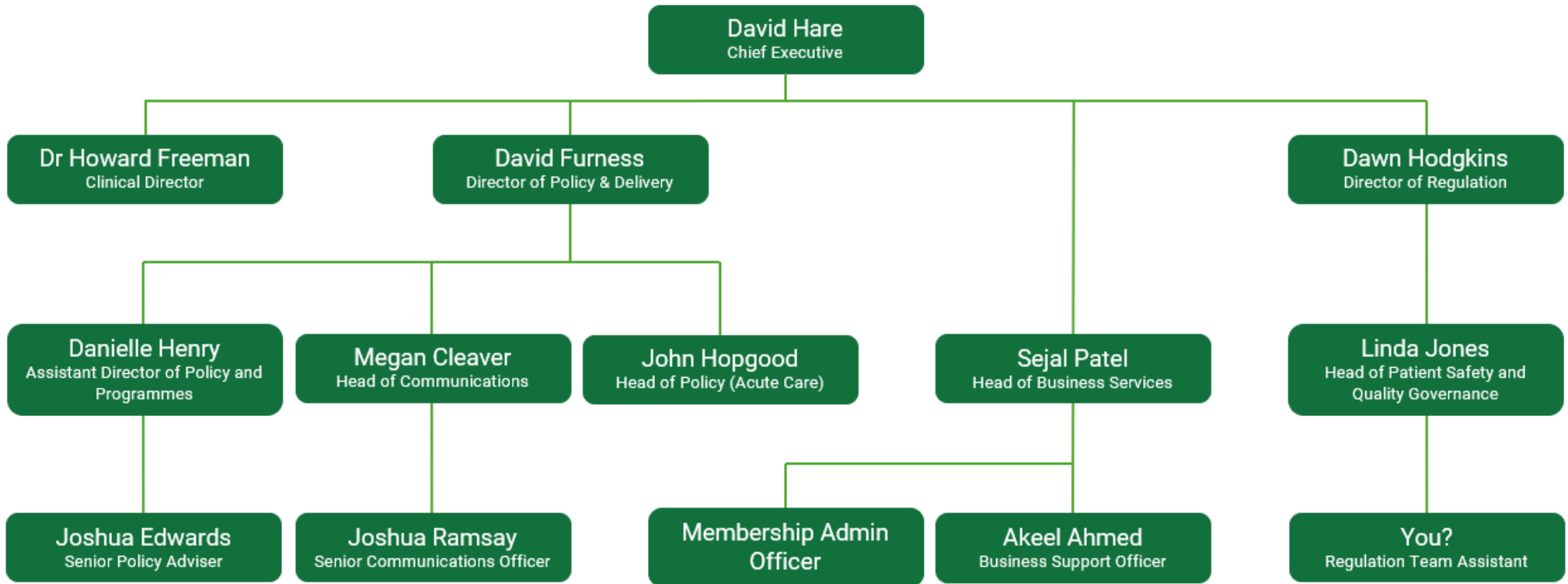
The regulation team is a small team delivering a wide-ranging work programme focused on patient safety, quality and operational delivery. We deliver our work programme through engagement activities with royal colleges, national regulators and clinical leaders, through weekly updates, online and in person events and national conferences.

The Regulation Team Assistant position is accountable to the Head of Patient Safety and Quality Governance and has responsibility for day-to-day support and co-ordination of the regulation team. On a day-to-day basis this includes arranging in-person and virtual meetings, diary liaison and general administration tasks. This support will extend to the diary management of IHPN's Clinical Director. The post holder also has responsibility for the co-ordination of regulation team forums to ensure their smooth running, including collating the agenda, speakers and virtual/in person invites and room requirements. The post-holder, working in partnership with the wider team, will play a lead role in all aspects of the regulation team event planning and execution.

The post-holder will also be responsible for ensuring website content is up to date and that member contact databases are maintained. The post-holder will also work with the Membership Officer to routinely review the data collected from member interaction with the IHPN website, attendance at meetings and forums, and engagement with written communications, seeking to maximise member benefit.

Although the key purpose of the role sits within the regulation function, it is expected that there will be a high degree of linkage with the Business Services Team, Head of Communications and others as required. The post holder will work as part of a small and busy team based at the IHPN in central London. They will be expected to travel to member meetings and events across the UK when necessary. The postholder will also have ad hoc projects and tasks and activities appropriate to the scope and grade of the role.

Structure chart



Accountabilities

- Co-ordinating and taking a leading role in the organisation of Regulation Team events including annual safety conference, regular virtual and in person forums and meetings, and other ad hoc other events.
- Ensuring the smooth running of clinical, digital HR and other speciality forums.
- Provide administrative support for high priority projects such as “Share and Learn” as required.
- Organising both internal and external meetings and visits for team members, organising travel and accommodation where required.
- Preparation and set up for meetings and events hosted within and outside of the office.
- Prepare materials for workshops and sessions and arrange delivery of such materials as necessary.
- Supporting and developing Regulation Team engagement with new and existing members, potential members and other relevant networks.
- Support the team on the transition to a new CRM system in line with the agreed project plan. Ensure members and stakeholders details are appropriately captured within the new system.
- Act as a channel for external bodies and organisations to communicate with IHPN.
- Maintain tidy, organised and up to date electronic and paper files and correspondence, in line with specified systems and processes.
- Support the preparation and distribution of newsletters and communications as required.
- With support of the wider regulation team, manage the regulation team areas of the website including troubleshooting and ensuring the content and website’s look and feel is consistent with brand guidelines.
- Provide support to the Business Management Team during periods of annual and other leave absence.

KNOWLEDGE, SKILLS AND EXPERIENCE

We have provided an outline of the essential and desirable criteria for this role below. However, it is more important to us to find the right person with the right mindset than someone with a very specific set of previous experiences. So, we would really encourage you to apply or get in touch for a conversation if you:

- Are a “people person” and interested in putting your people skills into action with both members and key stakeholders.
- Have a can-do attitude that enjoys getting on and delivering.
- Enjoy working as part of a team and able to lead when needed.
- Are interested in health care and making a difference to our members.
- Are committed to personal growth and learning.

Essential

- ✓ Proven track record within an administration role
- ✓ Efficient and proactive in approach to work and role
- ✓ Practical experience of diary management and team co-ordination
- ✓ Excellent written and verbal communication skills and the ability to build effective working relationships with stakeholders.
- ✓ Competent use of Microsoft Office suite, especially Word, Excel, Microsoft teams and webinars and PowerPoint.
- ✓ An interest in problem solving and improving ways of working.
- ✓ Self-starting and organised with the ability to prioritise and work to deadlines.
- ✓ Excellent attention to detail.

Desirable

- Practical experience of social media channels including X and LinkedIn.
- Experience of working within a health care or membership organisation.
- Experience of working with programmes such as Canva and Flourish.