JOB DESCRIPTION

Job Title: Engagement Support Officer (Team Administrator)

Location: Leeds (with occasional travel across the North region and to London/Leeds)

Reports To: Senior Engagement Manager

Date Prepared: August 2015

PURPOSE

The role of the Engagement Support Officer (Team Administrator) is to provide the National Engagement Service with general administrative support in order to ensure the effective delivery of the national engagement strategy.

NATURE & SCOPE

Including Dimensions

The National Engagement Service consists of four geographical regions: North, Midlands & East, London, and South.

The Engagement Team, North region has 2 key objectives. These are:

- To ensure that HR Directors within the 3 regions of the North region have effective networking arrangements
- To ensure the development of sustainable Social Partnership Forum arrangements across the North region.

The HR Director community are the Team’s main stakeholder, or customer, and it is of critical importance that we provide the HR Directors with a responsive and customer focussed service that, in short, makes the lives of the HR Director easier.

The ESO role is critical to the effective operation of the Team and delivering these 2 key objectives through the provision of a consistent and high quality administrative service. This includes meeting coordination, travel and accommodation planning and booking, performance monitoring key team indicators, raising purchase orders, uploading materials onto NHS Employers website, providing support for financial forecasting and provision of secretarial support including diary management for the Area Head of Engagement.
The ESO will deal with high volumes of administrative work and will need to exercise judgement in terms of priorities.

Effective communication between the ESO and Area Heads of Engagement and Senior Engagement Support Officers (SESOs) is essential in terms of agreeing priorities.

**STRUCTURE CHART**

![Structure Chart]

**ACCOUNTABILITIES**

**HRD Networks**

In providing support to these networks the ESO will:

- Initiate the first draft agenda of the bi monthly network and steering group meetings and liaise with the relevant SESO to finalise the agenda
- Production of attendance/apologies lists for meetings – this should be done via the Engagement North inbox on a daily basis - and an update on numbers attending/apologising for meetings provided to the Area Head of Engagement/SESO Lead on a weekly basis
- Ensure all logistical arrangements are made for the network and steering group meetings/planning calls, this includes scheduling of meetings, accommodation, equipment, refreshment, food bookings, slide deck production, attendance list management, and other factors identified on the team Event Checklist
- From time to time, the ESO may be required to attend Network meetings to ensure the smooth running of the network event, delegate and speaker
reception and management throughout the event, liaison with housekeeping/IT staff on site, testing of equipment, including IT, audio/visual facilities, ensuring effective room layout.

- When in attendance at these meetings, the ESO will be required to undertake note taking, taking of photographs, ensuring distribution, completion and collection of signing in sheets, collection of group work activities, checking on availability of refreshments/lunch and ensuring any materials are collected at the end of the event and the facilities tidied as necessary
- When not attending these meetings, the ESO must ensure the above arrangements are in place and the SESO and Area Head of Engagement briefed accordingly

SPF Meetings
- Initiate the first draft agenda for all meetings (this is informed by review of the notes of the previous meetings), and liaise with the SESO to finalise the agenda
- Coordinating meeting dates and contributing to the development of the work plan
- Production of attendance/apologies lists for meetings – this should be done via the Engagement North inbox on a daily basis - and an update on numbers attending/apologising for meetings provided to the Area Head of Engagement/ESO Lead on a weekly basis
- Ensure all logistical arrangements are made for the SPF/Sub Groups and steering group meetings, this includes scheduling of meetings, accommodation, equipment, refreshment, food bookings, slide deck production, attendance list management, and other factors identified on the team Event Checklist
- Having responsibility for the logistical arrangements for the meetings to ensure they run smoothly delegate and speaker liaison with housekeeping/IT staff on site, testing of equipment, including IT, audio/visual facilities, ensuring effective room layout.
- Upload SPF materials onto the website on a regular basis

Business Support Team
The Business Support Team comprises all ESO staff and its purpose is to ensure processes and systems across the National Engagement Service support the new operating model and matrix working. The ESO will:
- Attend team meetings on a regular basis
- Look critically at systems and processes and improve/make suggestions for improvements
- Provide constructive feedback and support to colleagues on their specialist areas
• Provide peer support to other team members

**General**
• Posting updates on the Oracle (NHS Employers intranet) and social media (Twitter/Linkedin) as directed

**KNOWLEDGE, SKILLS AND EXPERIENCE**
Including Career Path to role (how did you get there)

• Confident and able to communicate with people at all levels
• Previous experience in a PA or project support role
• Intermediate/advanced user of MS Office (or similar) Word, Excel, PowerPoint
• Excellent verbal and written communications
• Able to use initiative and work with minimum supervision
• Excellent organisational skills, working to tight timescales
• Flexible and able to adapt to change

**SAFETY**

**Health and Safety at Work Act**

The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

**SIGNATURES**

Jobholder Name .................................................................
Signature ..........................................................................
Date ..............................................................................
Manager Name .................................................................
Signature ..........................................................................
Date ..............................................................................
Director Name .................................................................
### Job Title: Engagement Support Officer – [North region]

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<tr>
<th>ATTRIBUTES</th>
<th>ESSENTIAL CRITERIA</th>
<th>DESIRABLE CRITERIA</th>
<th>DEMONSTRATED BY</th>
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<tbody>
<tr>
<td>Qualifications</td>
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<tr>
<td>Experience</td>
<td>• Confident and able to communicate with people at all levels</td>
<td>• Broad understanding of NHS and current workforce policy issues</td>
<td>Application/Interview</td>
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<td>• Able to use initiative and work with minimum supervision</td>
<td>• Broad understanding of engagement and partnership working</td>
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<td></td>
<td>• Flexible and able to respond to change</td>
<td>• Broad understanding of NHS Employers and NHS Confederation</td>
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<td></td>
<td>• Reliable, conscientious and well organised</td>
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<td>• Previous experience in PA or project support role</td>
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<td>Knowledge</td>
<td>• Intermediate/advanced word, excel and Power Point</td>
<td>• Working knowledge of HR practice and procedures</td>
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<td>• Confident with technical equipment set up including setting up and using data projectors, audio and video conferencing facilities</td>
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<td>• Experience of social media in particular Twitter and LinkedIn</td>
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<td>• Experience of SharePoint and CRM</td>
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<tr>
<td>Skills</td>
<td>Ability to prioritise workload and multi-task</td>
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<td>Ability to work under pressure and meet deadlines</td>
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<td>Excellent communication skills, written and verbal</td>
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<td>Other information</td>
<td>Ability to travel within the north with occasional national travel</td>
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<td>Application/Interview</td>
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