

The British Paediatric Neurology Association (BPNA) is seeking to appoint a Professional Support Administrator to join our team at our new office in central London.

The BPNA is the professional organisation for doctors who specialise in the care of children with neurological disorders. This exciting new post has been created as result of our strategic plan to provide increased support to our Trustees, Professional Support and Research activities. We are a respected and growing organisation and we are looking for someone to help us develop further by ensuring the quality and organisation of our support services through their dedication, attention to detail and initiative.

The role is to support BPNA members who are leading particular projects, special interest groups or activities, and managing communications with members. This will be a varied role, for example, liaising with a variety of stakeholders (members, Trustees, patient organisations, funders), managing the members' area of the website and app, organising small and large meetings. There are lots of aspects of the role that you will be able to develop and establish using your initiative and proactive approach, with support from the Executive Director and Trustees. The role would suit a highly organised, efficient and practical individual with excellent interpersonal skills and a good deal of common sense and some creative flair.

You will play a key role in helping to set up the new London office. We anticipate this will be located close to Holborn/Russell Square tube stations. We have an established office in the north west of England, which will remain, from where the BPNA education team manage our highly regarded distance learning and short-courses. There will be very close liaison and interaction between the offices.

You will be expected to work at the annual conference and pre conference meetings, which take place over 4-days in January each year in the UK.

We care about what we do, our members and our customers. We are looking for someone to join us who will contribute to maintaining and developing our customer-focussed ethos. A caring nature, diplomatic skills and the ability to build good relations are very important.

No agencies.

Job Description: Professional Support Administrator

Line Manager: Executive Director

JOB PURPOSE

The purpose of this newly created Professional Support Administrator post is to support the Trustees, professional support and research activities of the BPNA and will be based at the BPNA London office.

This post will provide administrative support for the following activities: BPNA membership; communication with members; committee meetings; special interest groups; paediatric neurology trainees progress interviews; 2-yearly workforce planning exercise; promoting and supporting the mentoring scheme; the research priority setting project; providing support to BPNA Trustees and the Executive Director.

KEY FUNCTIONS / CORE DUTIES

1) Leading and managing the organisation

- a) Be aware of the annual operational plan 'Professional support, Research and Governance' sections.

2) Governance

- a) Organise committee meetings in liaison with the relevant Trustee. Send notification of meeting, ensure the meeting will be quorate. Book venue and catering. Manage distribution of papers to members in advance, and minutes afterwards.
- b) Implement and promote BPNA's governance policies.
- c) Adhere to Data Protection Regulation (GDPR).
- d) Adhere to procedures and identify opportunities to improve efficiency and effectiveness.
- e) Maintain the membership database and provide reports in advance of meetings.
- f) Maintain accurate records of correspondence.
- g) Contribute to quarterly report.
- h) Contribute to risk management.
- i) Shared responsibility to ensure a safe working environment for all staff and volunteers.

3) Operations

a) *Membership*

- i) Receive and manage membership applications, liaising with the accounts department to ensure collection of subscriptions, and external bodies to ensure access to membership benefits.
- ii) Receive and manage changes in membership status. Record and report membership category numbers as required.
- iii) Manage communications to members via emails, website, app.
- iv) Support members to enable and encourage them to access and contribute to BPNA activities to achieve charitable aims.

b) *Professional Support & Training*

- i) Provide support to the special interest groups as required, managing their webpages, attendance lists etc. Support development of services available to them.
- ii) Respond helpfully to enquiries about professional support, liaising with the Professional Support Officer as required.
- iii) Provide support to the National Training Advisor.
- iv) Maintain accurate records to support workforce planning.

c) *Annual conference*

- i) Make travel arrangements for guests at the annual conference and help to organise social events.
- ii) Work at the annual conference (4-days in January each year).

d) *Research*

- i) Support the Priority Setting Project (18-month project). Organise and attend teleconferences, face-to-face meetings (3 per year in London) and take minutes. Follow up action notes. Proactively manage communications with stakeholders. Set up and maintain the project website. Produce and communicate results.
- ii) Organise, attend and take minutes at Research meetings (2 per year in London).
- iii) Manage BPNSU applications through to initiation or rejection.

e) *Proactively support the Trustees and Executive Director*

- i) Book travel and accommodation as required.
- ii) Prompt responses and actions when required.

4) Financial Management

- a) Update and monitor professional support and research budget actuals monthly.
- b) Code and authorise supplier invoices and expenses, to accounting procedure limits in line with procedure.

5) Promotion of the charity

- a) Develop and maintain effective relationships with stakeholders.
- b) Promote professional support, membership and research activities as appropriate to all contacts.

- 6) **Assist with other tasks** as may be requested by the Executive Director or Trustees. Answer the telephone and transfer as appropriate. Forward incoming communications appropriately.

LEVEL OF SUPERVISION

Supervision of others

There is no supervisory responsibility with this post.

Ongoing supervision and support from line manager

Your line manager will be the Executive Director.

Matrix management is in effect for this post. Project related direction and priorities will be given by the Executive Director, President, National Training Advisor, Professional Support Officer, Secretary, Chair of Research, as appropriate.

SKILLS/EXPERIENCE/QUALIFICATIONS

1. Business administration qualification (desirable)
2. Work experience in an administrative function
3. Excellent interpersonal skills
4. Good oral and written communication skills with both internal and external stakeholders
5. Able to plan ahead
6. Proactive approach
7. Able to develop procedures and work on own initiative
8. Ability to identify and raise potential issues before they become problems
9. IT competent. Able to use Microsoft 365, Word, Excel and PowerPoint.
10. Good attention to detail
11. Completes tasks fully
12. Experience working with budgets (desirable)

COMMUNICATION

Contact will be both internal and external at a variety of levels and from a number of sources and will relate professional support and research. Contact will be on the basis of exchanging and analysis of information or providing a service.

FINANCIAL AND RESOURCE MANAGEMENT

- Ordering responsibility within defined procedures
- Budget responsibility limited to awareness of limitations, monitoring of expenditure and cost consciousness
- Checks budgets against SAGE nominal report, liaising with accounts to correct where necessary

SALARY & BENEFITS

Salary: Grade 4.1 London weighting. (Starting at £29,030 rising to grade 4.6 £35,322). Annual increments are subject to satisfactory performance.

Contract: 3-years fixed term commencing April/May 2019

Hours of work: Full time (37.5 hours per week). Flexi time is in operation

Annual leave: 25-days plus bank holidays, rising to 30-days after 5-years' service

Pension: BPNA operates the NEST pension scheme. Employee contribution 5%. Employer contribution 3%.

Other: Childcare vouchers are available

PROFESSIONAL SUPPORT ADMINISTRATOR
PERSON SPECIFICATION

<i>Competence</i>	<i>Desirable / Essential</i>	<i>How judged</i>
1. Business administration qualification	Desirable	Application
2. Relevant experience	Essential	Application
3. Excellent interpersonal skills	Essential	Application, interview
4. Good oral and written communication skills with both internal and external stakeholders	Essential	Application, interview, assessment
5. Ability to plan ahead	Essential	Application, interview
6. Proactive approach	Essential	Application, interview
7. Ability to develop procedures and work on own initiative	Essential	Application, interview
8. Problem solving ability / ability to identify and raise issues before they become problems	Essential	Application, interview
9. IT competent. Able to use Microsoft 365, Word, Excel, PowerPoint	Essential	Application, interview, assessment
10. Good attention to detail	Essential	Application, interview
11. Completes tasks fully	Essential	Application, interview
12. Experience working with budgets	Desirable	Application
13. Experience updating web pages and apps	Desirable	Application

HOW TO APPLY

To apply for this position, please complete the application form. Please provide contact details for two referees, one of whom should be your current/most recent employer. References will only be taken once your explicit permission has been given.

QUERIES

If you have any queries, need additional information or wish to have an informal discussion, please contact Gail Young on 01204 526002.

TIMETABLE

Published advert closing date:	Monday 18 March 2019 at 9am
Notification to those being called to interview:	w/c 25 March 2019
Interviews will be held in Central London on	Friday 5 April 2019