



Human Resources

Strategic Development Coordinator

Job description

Key information

Job purpose

To be responsible for providing a range of administrative support, primarily to the Strategic Development Manager but also to the Director of Operations and CEO as required, in order to achieve the successful implementation of the UKCPA Strategic Plan.

Reporting to

Strategic Development Manager
Director of Operations

Staff Reporting

None.

Location

Remote/from home.

This is a 12-month fixed term position in the first instance, for 3 days per week during usual office hours (subject to negotiation and review), working remotely. Occasional travel to, and attendance at, face-to-face events across the UK is likely.

In return, you will receive a competitive salary and exceptional terms and conditions.

A secondment arrangement will be considered.

This job description is intended to provide a guide to the general duties and responsibilities of the specified post and to set in context the framework within which the postholder will function. It should not be regarded as a legal document or a set of conditions of service. This job description can be reviewed at any time in light of the needs of UKCPA. Any amendments will be discussed with the postholder by the appropriate line manager and will be confirmed in writing.

This is an exciting opportunity for a proactive and organised individual to join our small and friendly team. This newly created role will enable us to deliver a comprehensive annual education programme and supportive community which meets the needs of the pharmacy workforce, supporting pharmacy professionals throughout their careers.

ABOUT US

The [UK Clinical Pharmacy Association \(UKCPA\)](#) is a membership association which unites the clinical pharmacy community, with members from a broad range of specialties, professions and sectors. Through post-registration education and training, support and development opportunities, we enable the delivery of outstanding pharmaceutical care, ensuring that patients receive the best possible outcome from their medicines.

Our members share their expertise, resources and best practice. Our community is supportive, stimulating and inspiring, offering opportunities to explore, learn and flourish.

Membership of UKCPA provides practitioners with free access to both live and pre-recorded online education, discounted rates for online courses, and face-to-face training and conferences. All our education is developed and delivered by expert practitioners, ensuring up-to-date, relevant and best practice guidance.

Members can immediately connect to thousands of supportive practitioners through any of our communities. Our communities are focussed on specific areas of practice and provide expertise, support and resources through online forums, document sharing, and networking at face-to-face events. There are opportunities for collaborations on a shared goal as well as getting involved with projects, committees and other activities.

UKCPA members have the opportunity to be involved in influential national initiatives including curriculum development, professional recognition of advanced practice, and contributing to national and international best practice and guideline development.

As a not-for-profit organisation we don't have shareholders, so we are able to invest all our surplus back into the association in order to provide better services and benefits for our members, and to support initiatives which improve patient care.

KEY FUNCTIONS

To provide administrative support to the Strategic Development Manager, the Director of Operations and the CEO to deliver a comprehensive annual education programme and supportive community for pharmacy professionals.

RESPONSIBILITIES

The Strategic Development Coordinator will be responsible for providing a range of administrative support, primarily to the Strategic Development Manager but also to the Director of Operations and CEO as required, in order to achieve the successful implementation of the UKCPA Strategic Plan.

The Strategic Plan covers the two core pillars of UKCPA: Education and Community. Our aim is to ensure a regular annual programme of education across all of our specialist areas, from foundation to advanced and consultant-level practice, and across the pharmacy workforce. Surrounding our education programme are our ongoing communities which provide underpinning support to our members.

Our education programme dovetails with the support provided within these communities, so the post holder will support the connectedness between these two core pillars of UKCPA.

Specific responsibilities include:

Support to administer and deliver annual education programme

- Developing marketing and promotional material and text for educational sessions
- Uploading event material onto website or social media platforms
- Technical support on live webinars
- Uploading recorded events to member portal
- Organisational support of face-to-face events
- Developing and delivering feedback surveys to delegates
- Analysing feedback surveys and providing reports

Other staff requirements related to implementation of Strategic Plan

- Administrative support and coordination for Committees/volunteers to develop education
- Support activities to review and improve online communities and forums
- Support activities for associated professional development opportunities for members (for example, supporting the development of guidelines and standards).

Promotes the activities of the UKCPA

- Promotes UKCPA at third party conferences and exhibitions when required
- Contributes to the development and marketing of UKCPA education, membership and awards, and provision of news items to members and industry, including relevant publicity material and use of social media
- Ensures accuracy and relevancy of information on the UKCPA online platforms.

Represents UKCPA at all times in a professional manner

- Displays appropriate & professional behaviours at all times.

Health and safety

- All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our members and customers. This includes complying at all times with Health and Safety requirements and reporting incidents to the Director of Operations. The Director of Operations should manage this appropriately and report to the CEO actions taken.

Equality and diversity

- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of members. No member of the Association, staff or visitor should receive less favourable treatment because of any protected characteristic (ie age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex and/or sexual orientation).

Training and personal development

- The jobholder must take responsibility in agreement with the CEO/Chair for his/her own personal development. The jobholder will undertake all mandatory training required for the role.

Respect for members confidentiality and data protection

- The job holder must respect members' confidentiality at all times and not divulge information unless sanctioned by the requirements of the role.
- The jobholder must ensure that all aspects of GDPR is complied with in relation to management of members and staff data.

This list is by no means exhaustive and may change to meet the needs of UKCPA business or as deemed by the Chief Executive Officer, Chair and/or Board of Directors.

SPECIAL WORKING CONDITIONS

Physical effort

The post requires a combination of sitting, standing, and walking with occasional requirement for physical effort.

Mental effort

The post requires frequent amounts of concentration for meetings and preparing and documents.

Emotional effort

Occasionally has to deal with complaints from members. Exceptionally busy periods, prior to and during conferences in particular, can be demanding both physically and emotionally.

Working conditions

The post-holder is based remotely but has to regularly attend meetings and conferences. This sometimes involves overnight stays and travelling long distances. Exposure to unpleasant working conditions will be rare.

PERSON SPECIFICATION

The UKCPA Strategic Development Coordinator is a person with:

EXPERIENCE	
Essential	Desirable
Demonstrable experience of providing administrative support within a membership organisation or educational organisation	
Demonstratable experience of exceptional customer service delivery	
Use of a Customer Relationship Management system	
Experience of building effective working relationships, internally and externally	
	Analysing performance data and communicating findings and learnings
SKILLS	
Essential	Desirable
Excellent administration skills	Knowledge or experience of <ul style="list-style-type: none"> • SurveyMonkey • Buffer (or another social media toolkit) • Discourse • Webinar platforms
Self motivated and able to work on own initiative	
Excellent time management and organisational skills and be able to effectively plan and prioritise own workload	
Ability to establish clear work priorities, ensuring a capability to deliver	
Excellent communication skills – written, verbal, and listening	
Good proof reading skills and an eye for detail	
IT literate: in particular be confident and proficient in using Microsoft 365 packages	
Highly accurate and efficient data management and entry skills	

ATTITUDE AND DISPOSITION	
Essential	Desirable
To be a highly organised, forward planning and independent thinker	
To have a proactive and collaborative approach	
Ability to be assertive whilst maintaining good working relations. High degree of diplomacy.	
Flexible approach with a willingness to adapt working patterns to the needs of a project	
Ability to work independently and as part of a team	
Willingness to learn new skills	
Willingness to travel as required	
Enthusiasm	
Calm & professional disposition	
Reliability, honesty and integrity	
Strict adherence with the requirement to keep members' details confidential	

OUTLINE TERMS & CONDITIONS

Salary

Equivalent of NHS Band 3 (£22,816 per annum as of March 2024), pro rata.

Hours of work

The post is 0.6 wte (3 days per week), with flexible working during usual office hours. In the first instance the role will be a 12-month fixed term. This is subject to negotiation and review.

A secondment arrangement will be considered.

Remote working is essential.

Annual leave

As per NHS Agenda for Change allowance (35 days per year, including statutory holidays), pro rata for part-time hours.

Pension scheme

Employer contribution at 4 percent.

Probationary period

The appointment is subject to a three month probationary period, and a performance related review after six months.

Notice period

The notice period required by the UKCPA, should the post holder wish to leave the role, is 4 weeks.