Project Coordinator

Reporting to	Project Support Officer– Project ECHO
Responsible for	No direct reports
Key Relationships	Hospice UK colleagues and stakeholder related to: Project ECHO, IT and Digital Services Directorate and future projects to be determined.

Hospice UK is the national charity for hospice and end of life care. We work to ensure everyone affected by death, dying and bereavement gets the care and support they need, when they need it.

We believe that everyone, no matter who they are, where they are or why they are ill, should receive the best possible care at the end of their life. No one should die in avoidable pain or suffering.

Our mission is to transform the way society cares for the dying and those around them. To empower individuals, communities and populations to embrace the ethos of hospice care and extend its breadth and reach to improve everyone's experience of death, dying and bereavement.

Our ambitious strategy is the blueprint for how we can achieve the transformation that is needed and sets out the following four strategic goals that will be driving our work over the next five years:

- Extend the reach and enable hospice quality care to be delivered in any setting
- Tackle inequality and widen access to hospice care
- Work with communities to build capacity and resilience to care for those at the end of their life
- Empower a strong, dynamic and responsive hospice sector.

Hospice UK offers a dynamic, supportive and rewarding workplace for its approx. 80 staff. At the heart of our organisation is a strong team culture in which all staff play an important part. Our organisational values are: collaboration, compassion, inclusive, innovative and knowledgeable

The Project ECHO team

The Project ECHO Team, based in London and Belfast, provide strategic direction and support to the provision and implementation of the Project ECHO model throughout the UK.

Project ECHO is a learning methodology that leverages videoconferencing technology to share knowledge, best practice and provide support across various settings to increase the capacity of resources.

Job description

Purpose of the role

This role provides a key support and coordinating function across the Project ECHO team as well as leading on specific projects or areas of work within IT and Digital Services directorate.

Key tasks and responsibilities

A key focus for this role will be providing a point of contact, coordination and facilitation of knowledge, shared learning and collaboration across the team and external stakeholders.

The role will be primarily supporting the Project ECHO programme and the Project ECHO Leads, which will include, but is not limited to the following:

- Manage and co-ordinate the communication between ECHO Hub and Learning Site participants, liaising with ECHO Network leads as appropriate to ensure all documentation, emails, cases are circulated as per ECHO procedures

- Manage and co-ordinate training events for ECHO Networks

- Provide operational and basic IT/ video conferencing support for Hub team and participants during ECHO sessions as well as for project related events and training programmes

- Produce ECHO network materials and schedules

- Coordinate the development and preparation of marketing and communication tools and/or materials for relevant platforms including the website, company intranet, email newsletters, conferences and social networks

- Use the required databases to record measures for programme evaluation

- Update processes and procedures relating to the programme with support from the Project Support Officer where necessary

- Provide administrative assistance for ECHO Partner Launch Training

The role will also cover the following:

- Coordinate a range of activities which form part of the project leads' programmes of work and also in support of others in the team. Typically these include:
    - assisting in monitoring and maintaining specific areas of the website
    - dealing with enquiries and ensuring they are answered promptly, either directly or by forwarding them to an appropriate colleague
    - using the database keeping contacts up to date and assigned appropriately to groups/networks, and setting up and running electronic mailings.
    - taking minutes, general administration support
    - Collate information and prepare reports, documents and presentations as required

No budgetary control or line management currently applies to this role.

This role profile is not exhaustive and is subject to review in conjunction with the post-holder and in accordance future developments in the work and priorities of Hospice UK.

Person Specification

E = essential   D= desirable

Skills and abilities

Importance	Criteria	Assessment
E	An ability to understand how a range of complex activities, networks and individuals connect and to facilitate that connection in a practical way.	Application / Interview
E	To support a collaborative and shared approach within the team and ensure the effective dissemination of knowledge and coordination of activity.	Application / Interview
E	Excellent personal communication skills and the ability to communicate effectively and confidently with a wide cross-spectrum of stakeholders.	Application / Interview
E	Ability to work to tight deadlines, juggle a range of projects and prioritise tasks effectively.	Interview
E	Ability to be self-sufficient, proactive, solution focused and to manage all aspects of the role including administrative requirements.	Interview
E	Excellent organisational skills, with a strong ability to work well both independently and as part of a team.	Interview
E	Strong attention to detail and accuracy.	Application / Interview
E	Able to work in line with our values: collaborative, compassionate, inclusive, innovative and knowledgeable.	Interview

Experience and knowledge

Importance	Criteria	
E	Experience in providing a multi-faceted support and facilitation role to a number of stakeholders and networks.	Application / Interview
E	Strong IT skills including proficiency in Microsoft 365 (Word, Excel, Outlook and MS Teams) and Zoom (video conferencing software). Ability to use and work confidently with databases and content management systems. Ability to develop e-newsletters, web or intranet systems and to utilise social media.	Application / Interview
D	Enhanced use and understanding of thankQ database or similar.	Application / Interview
D	Good knowledge of General Data Protection Regulations and their application.	Application / Interview

Terms and Conditions

Contract	Permanent
Salary	£29,500 per annum
Probation period	The probation period is six months
Notice period	One month
Work Pattern	Full time, 35 hours per week
Pension	You will be auto enrolled into our pension scheme which is at 4%. Further contributions can be made to the scheme and Hospice UK will match contributions of up to 7% of your gross salary.
Life Assurance	Is provided upon start date at three times salary, subject to acceptance by our insurers
Simplyhealth Cash Plan	Membership of a cash plan scheme, which provides reimbursement of payments (up to the policy limits) towards everyday healthcare treatments such as dental and optical care is available. This includes a confidential Employee Assistance Programme. All employees will be covered under level three of the scheme
Cycle to work scheme	Loaning of a cycle via a salary sacrifice scheme.
Season ticket loan	An interest free loan is available after the completion of probation.
Holiday	25 days per year, increasing to 27.5 days in the second year and 30 days in the third. In addition to this you will also have the 24 December off each year. The leave year runs from 1 January to 31 December.

An additional 10 days of bonus leave is awarded with five years service. This is taken with 10 days from the normal leave entitlement to allow a full month's break. |
| **Location** | The post holder will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. This role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment. |