



## Education Programmes Assistant

<b>Job Title:</b>	Education Programmes Assistant
<b>Responsible to:</b>	Head of Education & Programmes
<b>Responsible for:</b>	N/A
<b>Key relationships:</b>	Chairs/members of BOA committees, BOA Council and Executive British Orthopaedic Trainees Association (BOTA), British Orthopaedic Medical Students' Association (BOMSA), UK-wide Training Programme Directors, Trauma and Orthopaedics Specialty Advisory Committee (SAC), Royal Colleges of Surgeons and other professional/specialty bodies
<b>Location</b>	London WC2A

### Job Summary

The Education Programmes Assistant will play a crucial role in the Policy and Programmes team at the BOA. They will administer a portfolio of education and training opportunities that we run, including courses, fellowships, our annual online examination 'UKITE' and outreach to medical students.

The tasks involved in this role will be varied, from organising the application process for fellowship applicants, to handling enquiries about course bookings or UKITE, while also keeping our CRM database up-to-date and compliant with GDPR. This is a busy role, requiring high quality customer support, a well-organised approach and good attention to detail to ensure that all tasks are tracked and completed to a high standard.

### Educational Activities

- Day-to-day running of various schemes and prizes including travelling fellowships, medical student essay prize and international fellowships (ABC, ASG and EFORT); this includes scheme publicity and enquiries, selection process, award/decline letters and post-award follow-up.
- Support the delivery of online/virtual events, including training courses and webinars.
- Provide administrative support to the UKITE (UK and Ireland In-Training Examination) programme, including international societies and participants.
- Maintain a log of BOA representatives on external bodies (e.g. JCIE, EBOT, UEMS) and BOA appointments (including BOA/RCS Regional Specialty Professional Advisors and BOA/BOTA Culture & Diversity Champions), and administer recruitment process for vacant positions when they arise.
- Provide administrative and organisational support to projects and meetings, sometimes including minuting of these meetings. This is likely to include an Annual meeting between BOA Executive and UK Training Programme Directors, and meetings/teleconferences of the UKITE Editorial Board.

- Travel to and attend the BOA Annual Congress for 4-5 days on site and other Specialist Society meetings (approximately 2-3 days per year) and provide support as required, for example regarding: meetings and sessions undertaken by the BOA President/Exec, promoting the training/education work of the BOA through involvement in the BOA exhibition stand.
- Provide high-quality customer service to members and delegates in relation to all activities run within the training/education domain.

#### **Systems and Data**

- Be an 'Expert-user' of the CRM database, which records information about all members, delegates, events and bookings, and use reports to analyse and cross-check data.
- Undertake tasks to ensure GDPR-compliance within the education/training programme and implementing appropriate data protection practices.
- Ensure that standard policies and processes relevant to training and education programmes are written up, regularly reviewed and kept up-to-date.
- Be involved in updating BOA webpages and contributing content for communications to members and other internal and external communications.
- Be involved in producing and posting content for social media platforms through BOA channels.
- Provide administrative support in relation to the general work of the department.

The post holder will also:

- Contribute to achieving the overall objectives of the BOA, undertaking additional and ad hoc tasks as required.
- Work within an equal opportunities framework and actively participate in team meetings and appraisal process.
- Adhere to all the BOA's policies, procedures and working practices.

## Person Specification

<b>Qualifications</b>	
GCSE Maths and English (or equivalent) and educated to A level standard.	Essential
Educated to degree level or equivalent in a relevant subject.	Desirable
<b>Knowledge and Experience</b>	
Experience of working in a customer-focused environment/appreciation of the expectations and requirements of members, course attendees, etc.	Essential
Experience in dealing with contacts and stakeholders, by phone/email/in person	Essential
Experience of administration relevant to events or educational activities.	Essential
Experience of working in a membership organisation	Desirable
Experience of working with lay, patient groups, senior clinicians, academics.	Desirable
Experience of organising meetings/teleconferences.	Essential
Experience of minute-taking	Desirable
Proven experience in building good working relationships	Essential
Experience in using a database to find, add, update and query records, and produce reports.	Essential
Experience in using software such as Teams, Zoom, GoToWebinar and similar for delivery of online events and related content.	Desirable
Experience of implementing GDPR-compliant data practices	Desirable
<b>Skills and Abilities</b>	
Excellent IT skills, particularly with Microsoft Office programmes and ideally experience of using a CRM	Essential
Excellent written and oral communication skills	Essential
Strong team-working skills and ability to work effectively with individuals at different levels of seniority	Essential
Strong organisational and administration skills with a good attention to detail	Essential
Ability to prioritise and work under pressure with good time management	Essential
Use of CMS to update website content, and using social media for professional purposes	Desirable
<b>Personal Qualities</b>	
The ability to work with volunteers and an appreciation of the pressures on clinicians' time	Essential
A professional appearance and the social skills necessary to deal with a range of stakeholders	Essential
A high level of drive and enthusiasm	Essential
Desire to aid a sense of team spirit by encouraging cooperation and open communication	Essential
Willingness and ability to take the initiative not only in identifying problems but also in suggesting and implementing solutions	Essential
Willingness to work flexibly and occasionally be available for evening and weekend work and to travel throughout the UK.	Essential