

Shuri Network Business Support Officer

ROLE DESCRIPTION

Role Title: Business Support Officer	Time Commitment 2.5 days / week	Contract Period: 12 months Fixed Term
Region: National	Base: Flexible	Remuneration: £150 / day
Responsible to: Bisi Soledolu Shuri Programme Manager	Accountable to: Dr Shera Chok, Co-Founder and Chair	Contract type: Self-employed contractor

1. Introduction

This is an exciting opportunity to work with the ground-breaking [Shuri Network](#). Launched in July 2019, we are a national network that supports women of colour in digital health and social care to develop the skills and confidence to progress into senior leadership positions and helps NHS leadership teams more closely represent the diversity of their workforce. We champion **diversity, innovation and safety** across the health and care workforce, engaging with national bodies, research / policy institutes and senior leaders to ensure this is built into policy and systems.

Since our launch, our membership has grown to over 2500 women and allies. We have spoken at national and regional events, created a strong brand and identity, produced webinars, podcasts and resources to support our members, provided advice to NHSE and other organisations, developed a website and social media presence and provided a platform for women of colour to share how they have led and contributed to digital innovation.

You will be a self-starter with an interest in digital innovation, diversity and inclusion. You will have proven business support skills, the ability to communicate effectively with a wide range of stakeholders and a desire to make a difference.

2. Background

We know that around [20% of the NHS workforce are people](#) of colour and that [77% are women](#). The [NHS Long Term Plan](#) says that “*respect, equality and diversity will be central to changing the culture of the NHS and will be at the heart of the workforce implementation plan. The NHS draws on a remarkably rich diversity of people to provide care to our patients. But we fall short in valuing their contributions and ensuring fair treatment and respect.*”

Through the Shuri Network we aim to support women of colour in digital health and social care to develop the skills and confidence to progress into senior leadership positions and help leadership teams more closely represent the diversity of the local communities they serve. There is an urgency to achieve equality as the recent Covid-19 crisis has highlighted the need to develop teams with the talent, skills and leadership to transform how we use data and technology to reduce health inequalities and deliver better patient outcomes.

In 2023/24 we plan to expand the network further and continue to develop a range of initiatives including the Shuri Digital Fellowships, Podcast Series, Shadowing Scheme, online and in-person events. We will focus on the following projects:

- Virtual and face to face events on topics highlighted by our members
- Develop assets and resources including blog posts, how-to guides for recruitment, webinars and thought leadership.
- Expand our Shuri Fellowship programme by working with partners in the NHS and private sector to offer a programme of personal and professional development, including coaching sessions and events.
- Develop an alumni group of Fellows including networking and events.
- Develop further publicity and promotional material to raise the profile of the network.
- Support research into diversity and inclusion by collaborating with AHSNs and academic institutions.

3. Responsibilities:

The Business Support Officer will be a key part of our team and will play an active role in contributing to the management and delivery of our projects listed above and in our business plan for 2023/24. As network business support officer you will support our vision, aims and objectives.

3.1 Provide administrative and secretarial support for the Steering Group

- Work closely with the Chair and members of the steering group to support successful delivery of Shuri projects.
- Provide secretariat support for the steering group meetings:

- Book meeting dates, set up MS Teams meetings, monitor expected attendance and raise if the meeting is not likely to be quorate.
- Work with the Chair to produce meeting agendas
- Produce meeting minutes
- Manage the Shuri mailbox and calendar, passing emails to the most appropriate person where necessary.
- Liaising with Walsall NHS Trust, for example passing through approved invoices for payment and chasing payments where necessary.
- Supporting the production of reports e.g. annual achievements, evaluation, outputs from away days.
- Supporting agreed annual business plan development and implementation.

3.2 Manage arrangements for events and meetings

- Book venues, technical support and catering for face-to-face meetings and events.
- Liaising with speakers and presenters.
- Support the design and distribution of publicity and communications materials.
- Set up and manage event bookings.

3.3 Support our members and allies

- Supporting members with queries.
- Day to day updating of the membership database.
- Produce membership reports as requested.
- Ensure all data is processed in line with the GDPR.

3.4 Communications

- Newsletter – collate and design the newsletter from articles and items provided by the steering group
- Update the website and app with content provided by the steering group
- Monitor social media accounts and post material provided by the steering group

3.5 Support for projects

- Provide administrative support for projects, working closely with the project manager or steering group project lead.
- Support the project manager to arrange events and meetings – including booking venues, liaising with speakers, managing bookings from attendees.
- Assist with the preparation and distribution of communications and advertising materials.
- Support the evaluation of projects through collation of project data and case studies

4. Person Specification

Job Related Criteria		Essential/ Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	<ul style="list-style-type: none"> • Educated to degree level or equivalent or equivalent professional qualification or experience. • Evidence of ongoing personal and professional development. • Business support and/or digital health qualification 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	<p>CV</p> <p>and</p> <p>INTERVIEW</p>
Evidence of Particular: - Knowledge - Skills - Aptitudes	<ul style="list-style-type: none"> • Administration and co-ordination skills • Good communication skills including evidence of dealing with diverse groups and involving stakeholders. • Proficient keyboard, MS Office and report-writing skills • Experience of using social media • Excellent analytical and problem-solving skills • Ability to create effective working relationships with a wide range of groups • The ability to meet competing deadlines whilst working on several different projects. • Knowledge of health and social care and passion about the technology industry 	<p style="text-align: center;">All essential</p>	<p>CV</p> <p>and</p> <p>INTERVIEW</p>
Qualities:	<ul style="list-style-type: none"> • Drive, enthusiasm, commitment and resourcefulness • Passionate about improving diversity and inclusion within the health tech sector • Team player with a focus on achievement and Network goals • The ability to learn and adapt quickly 	<p style="text-align: center;">All essential</p>	<p>CV</p> <p>and</p> <p>INTERVIEW</p>