

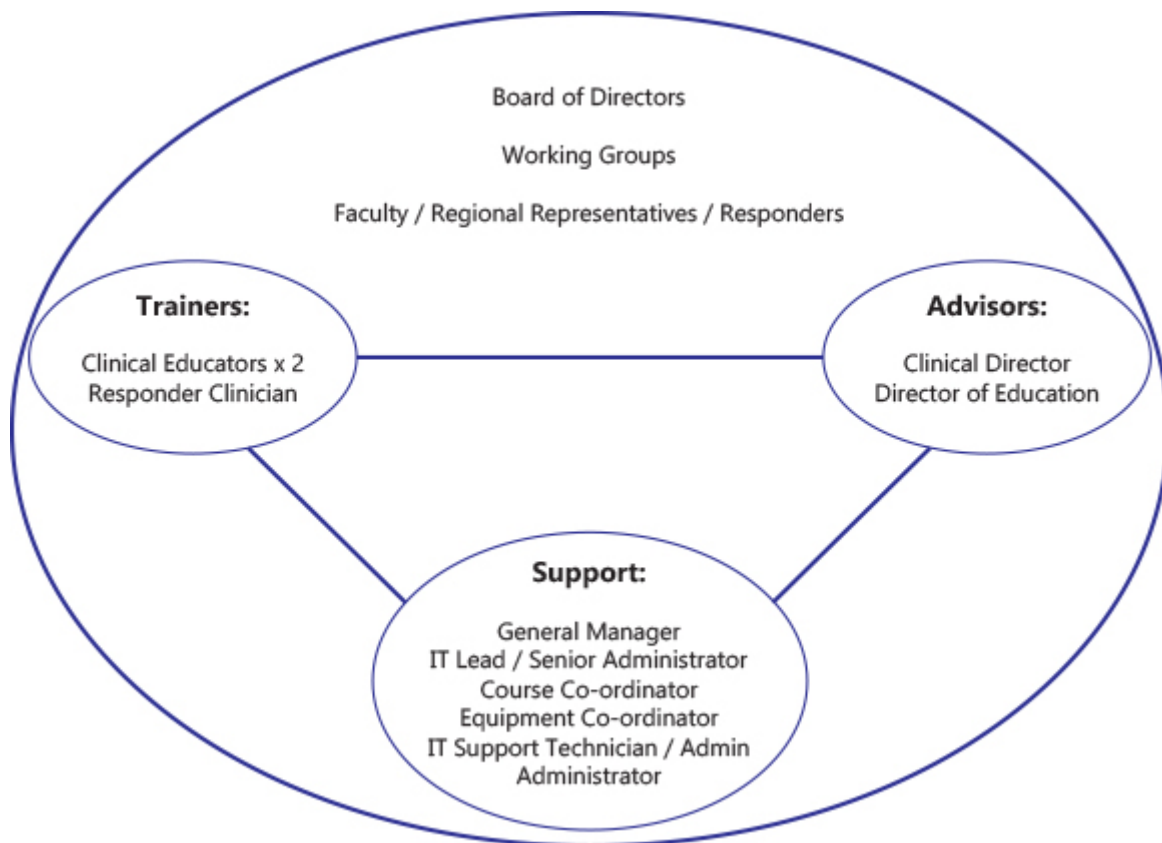


# BASICS Scotland

## Job Description

JOB DETAILS	
JOB TITLE	Course / Event co-ordinator
IMMEDIATE MANAGER'S TITLE	General Manager
JOB PURPOSE	
<p>The post holder will take a lead role in the organisation and administration of all courses, and the organisation of the annual conference.</p>	
ROLE OF BASICS SCOTLAND	
<p>BASICS Education Scotland was established in 1995 to provide high quality immediate care training to health professionals in Scotland. BASICS Education Scotland provides a variety of educational courses including immediate medical care courses, pre hospital paediatric care courses, major incident courses and emergency medicine courses. Many of these courses are run under license from other organisations such as the Advanced Life Support Group and the Faculty of Pre Hospital Care of the Royal College of Surgeons, Edinburgh. BASICS Scotland works closely with The Sandpiper Trust. The Sandpiper Trust provides Sandpiper Bags to health service professionals who have completed immediate care training. As well as providing bags, the Trust has provided vehicle locators and additional equipment to responders. In addition, it has provided training equipment, including simulators to BASICS Scotland. This valuable symbiotic relationship makes BASICS Scotland unique amongst training providers in that not only do we provide education, we also provide participants with the equipment they are taught to use.</p> <p>BASICS Scotland receives funding from the National Health Service Education Scotland (NES) to provide immediate care courses to health professionals working in remote and rural areas of Scotland. It achieves this by delivering courses in convenient locations throughout Scotland. BASICS Education Scotland aims to provide all its educational courses in the most supportive, informal and convenient manner as possible to those attending its courses.</p> <p>In addition to providing training courses, we co-ordinate local Responder Schemes throughout remote and rural Scotland and work closely with Scottish Ambulance Service, the Emergency Medical Retrieval Service and hospital based pre-hospital care teams based in Scotland.</p> <p>BASICS Scotland Responders are rural GPs, Nurses and Paramedics who have received additional training through BASICS Scotland. Each of our Responders is provided with equipment including a Sandpiper Bag and access to a defibrillator. Many Responders have also been issued with an automatic Vehicle Locator System to allow contact with their local Ambulance Control and tracking of their vehicle's location.</p>	

## ORGANISATIONAL STRUCTURE



## MAIN DUTIES

The main duties of this post include:-

- Organisation and administration of all courses.
- Dealing with a high volume of course enquiries from candidates via Email and Telephone
- Identifying and booking suitable venues, liaising with event teams on bookings, negotiating contracts to ensure best value to the organisation including accommodation and catering requirements.
- Liaising with BASICS Instructors and Casualties re availability for teaching & ensuring all travel and accommodation is booked and expenses paid.
- Booking candidates on suitable course place and ensuring all course materials are sent on time, pre/post course exams are completed, issuing certificates of attendance and liaising with candidates throughout duration of course.
- Ensure all course databases are kept up to date, including candidate attendance, course enquiries, instructor details and course waiting lists.
- Ensure all course income has been received and invoices forwarded to Office Manager for payment.
- Liaising with Course Director on preparation of course programmes and post course reports.
- Liaising with Health Boards and external agencies on course requirements.
- Produce course statistics as required.
- Occasional support to the admin team in organising meetings/events as needed.
- Facilitate on courses, both weekdays and weekends (on a rota basis).
- Assisting in the organisation of the BASICS Scotland Annual Conference including organising conference committee meetings, liaising with sponsors and processing speaker and delegate bookings.

## SYSTEMS AND EQUIPMENT

You will be required to use the following:

- Daily use of computer/laptop for prolonged periods of time.
- Standard Microsoft Office programs, eg Word, Excel, Powerpoint, Outlook.
- Administrate – a cloud based CRM and events management system – *training will be provided.*
- Use of network printers and photocopiers when required.
- Use of Internet.
- Use of telephone systems.
- Use of equipment to provide methods of presenting information such as projectors, video, laptops etc.
- Use of BASICS Scotland project management system.
- Video conferencing facilities – both fixed location and internet based Adobe Connect – *training will be provided.*

## RESPONSIBILITIES OF THE POST HOLDER

The post holder is expected to use their own initiative and exercise judgement within the parameters of their post.

They will be able to prioritise workloads and take responsibility for organisation of courses with minimum supervision ensuring co-ordination of courses is well managed and completed on time whilst demonstrating high regard for quality of output as well as completion of the task.

## COMMUNICATIONS AND WORKING RELATIONSHIPS

Within your everyday working environment you will:

- Liaise with candidates, instructors and external agencies by telephone/email
- Demonstrate excellent written and verbal communication skills.
- Develop and maintain effective communication links and working relationships with colleagues, instructors, course candidates, management and Board of Directors of BASICS Scotland, as well as suppliers, other health professionals and external organisations.
- Ensure Course Director & line manager are informed of progress against your agreed work plan and highlight any potential issues or risks which may affect the delivery of courses.
- Participate in regular team meetings and internal staff events.
- Take responsibility and ownership for tasks and follow through to completion.

## MOST CHALLENGING PARTS OF THE JOB

- Dealing with a high volume of enquiries.
- Awaiting responses from Instructors and candidates re course dates and bookings.
- Prioritising a busy and varied workload within required timescales.

- Responding to urgent requests and problem solving on an ad hoc basis.
- Dealing with continual advancements in internal and external systems.

#### **DEMANDS OF THE JOB**

- Keyboard skills – high level of accuracy required.
- Excellent time management skills and the ability to prioritise work is essential.
- The role may involve dealing with interruptions and requires the ability to multi-task and manage conflicting priorities.
- The post will require use of a computer for long periods of time.
- Facilitating on courses involves setting up and moving heavy equipment.
- Organisation of courses involves postage of manuals which can be heavy.

#### **QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**

The post holder will have the relevant professional qualifications and/or experience.

##### **Essential**

- Educated to HNC level or have equivalent experience in administration / event co-ordination.
- Excellent organisational skills with a high level of competency in using office systems and a working knowledge of Microsoft Office packages.
- Excellent communication skills (oral and written) with good attention to detail.
- Highly motivated and enthusiastic with ability to work on own initiative, as well as working as part of a small team.
- Current driving licence – posting of manuals/course materials on a daily basis.

##### **Desirable**

- Knowledge of BASICS Scotland
- Current driving licence.