Job Description
Role: Network Development Manager

Context

The mission of EHMA is to enhance the capacity and capability of healthcare management to deliver effective and efficient healthcare to Europe’s 500 million citizens. EHMA does this by providing a dynamic and multi-faceted knowledge sharing platform to its Network and enhanced services and support to its fee-paying Members. Augmented by high quality content on current developments in European health policy and practice, EHMA facilitates a unique dialogue between policy makers, academics and service delivery organisations that demonstratively improves the delivery of healthcare.

EHMA is a not for profit organisation that derives its income from membership fees, event and project income, and sponsorship. EHMA brings together stakeholders within the following spheres:

- Health and social care service delivery organisations
- Health policy and regulation bodies
- Postgraduate health management education & training establishments
- Health Services Research units
- Health industry

The EHMA network is made up representatives from all five of these spheres, principally brought together from the following channels:

- Membership organisations and Individuals (currently in excess of 130 in Europe and beyond)
- Social Media connections (approximately one thousand contacts on Twitter, LinkedIn and Facebook)
- Event attendees (principally the 300-500 annual attendees at the EHMA Annual Conference)
- Project related stakeholders (EHMA delivers networking and dissemination support to many of the highest profile European Commission funded health projects and programmes each of which involves the establishment of bespoke stakeholder networks)
Roles and Responsibilities

The Network Development Manager will be responsible for establishing systems and processes for recruiting and retaining member organisations and individuals, as well as providing feedback from the EHMA Network to the Director, Secretariat and Board. As with all Secretariat team members, the post holder will also be required to undertake externally funded project work, largely within the field of networking and dissemination.

The post-holder will work under the supervision of the Director to:

- Develop an annual Network Development Strategy and an associated Member Recruitment Plan.
- To be responsible for the development and maintenance of the EHMA Network Database.
- To respond to membership applications received through the EHMA website and associated routes.
- To proactively engage with the EHMA Network through events, social media and direct contact.
- To work with the Director, Events Manager and Projects and Policy Officer to develop a programme of activities and events for the EHMA Network and Membership.
- Develop and deliver social media content for the EHMA Network and Membership.
- To develop and manage an annual Membership Budget (covering Membership income as well expenditure on membership recruitment related activities).
- Liaise with the Office Manager to ensure the timely issuing of subscription invoices as well as associated debtor management issues.
- Draft and edit reports as required and contribute to communication regarding the EHMA Network.
- To undertake externally funded project work as required.
- Draft presentations and information packs as necessary.
- Contribute to the wider work of EHMA, particularly through managing and updating the EHMA website.
- To undertake any other roles consummate with the given level of the post.
Person Specification

Skills and Knowledge

Essential:

- Knowledge of European health and social care systems
- Networking skills so as to be able to engage with a range of stakeholders, many of which will be operating at Board and senior operational levels.
- Excellent written and verbal communication skills
- Ability to work in a small and diverse team
- Financial management skills
- Proficiency in MS Office applications (Word, Excel, Outlook)
- Proficiency in developing and managing social media platforms including Twitter, LinkedIn and Facebook.

Desirable: In addition, it would be an advantage if the post holder had knowledge of

- Proficiency with WordPress or related web design tools
- Proficiency with CRM (Client Relationship Management) systems
- Consultancy and/or academic research project working skills.

Experience

Essential:

- Experience within the health and social care sector
- Experience of successfully developing and maintaining a stakeholder network (preferably within a membership organisation setting)
- Experience of developing and managing content within a diverse range of social media platforms

Desirable: it would be an advantage to have a background or track record in

- Working with board members, directors and senior managers

Languages

Essential: Excellent knowledge of English (reading, writing and speaking).
Desirable: Knowledge of one or more European Community languages

Other Requirements

Essential: Willingness to undertake international travel where necessary.