
NHS PROPERTY SERVICES LTD

Job Description

Job title:	Corporate Social Responsibility Coordinator
Level:	2
Type of role:	Permanent
Base:	London
Travel requirements:	The role is primarily office based, but involves visits to offices and communities around England
Responsible to:	CSR Manager
Directorate:	Customer Service, Comms and Marketing

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Main purpose / scope of the role

The corporate social responsibility (CSR) team help the business to deliver on its commitment to act responsibly and operate sustainably. We focus on four pillars; marketplace, workplace, environment, and community.

The CSR Coordinator will support the delivery of key projects across these four areas. This role will lead on activity within the community pillar, such as developing and delivering our volunteering programme, coordinating major fundraising initiatives, and managing charity partnerships. The CSR Coordinator will also drive internal and external engagement, communications, and reporting. This includes managing a CSR champion network, producing written content for varied channels, entering awards, developing reporting, and improving how we measure social value.

Key Responsibilities

Deliver on our corporate social responsibility programme:

- Lead on the development and implementation of our volunteering and charitable fundraising programme ensuring it is engaging and impactful.
- Support and project manage corporate social responsibility initiatives such as delivering social prescribing sites, accessibility improvements and mental health engagement.
- Build strong relationships with internal stakeholders, charity partners, membership bodies, agencies, and other external organisations to deliver on our corporate social responsibility agenda at pace.

Lead engagement and communications:

- Develop our champion network to empower and support colleagues to deliver community activity.
- Lead on key internal engagement and communications initiatives, including piloting ways to engage hard to reach groups.
- Gather and write content for internal and external channels including newsletters, website and intranet content, social media, and publications.
- Complete award submissions and third-party benchmarks.
- Represent the CSR team at internal and external events; and deliver engaging presentations and workshops.

Manage reporting:

- Collect, analyse, and report key community and wider corporate responsibility measures.
- Develop, collect and report feedback on volunteering and other community programmes.
- Improve our ability to measure the social value and business impact of community programmes.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role.

Person Specification

	Essential	Desirable
Qualifications	Educated to degree level in relevant subject area or equivalent work experience.	Member of a relevant professional body and/or demonstration of commitment to continued professional development.
Knowledge	<ul style="list-style-type: none"> • Strong understanding of corporate social responsibility best practice. 	<ul style="list-style-type: none"> • Knowledge in our priority areas such as social prescribing, mental health, accessibility, diversity and inclusion, jobs and skills. • Relevant sector knowledge such as health and wellbeing, responsible business, and/or the UK charitable and voluntary sectors. • CSR and social value monitoring and assessment frameworks such as London Benchmarking Group methodology.

Experience	<ul style="list-style-type: none"> • Previous work experience in corporate social responsibility and/or community programmes. • Project management including planning, budgeting and delivering activity. • Building relationships and networks with a variety of audiences. • Writing content for different channels such as newsletters, internet, intranet, social media, and publications. 	<ul style="list-style-type: none"> • Managing charity partnerships, volunteering programmes and fundraising activity. • Coordinating projects in complex environments.
Skills	<ul style="list-style-type: none"> • Ability to quickly build rapport and develop strong working relationships with a diverse range of internal and external stakeholders. • Excellent written and oral communication skills. • Strong planning, administrative and organisational skills together with good attention to detail. • Ability to work on multiple projects and meet tight deadlines. • Excellent working knowledge of Microsoft Office software including Excel, Word, Outlook, and PowerPoint. 	<ul style="list-style-type: none"> • Ability to manage data including creating, analysing and presenting data to audiences of varying levels of knowledge and understanding.
Personal qualities/abilities	<ul style="list-style-type: none"> • Passionate and committed to corporate social responsibility. • Creative, resourceful and uses own initiative. • Actively promotes a culture that values equality and diversity. 	
Other requirements as applicable	Some travel to sites across the UK.	