

## Network Coordinator Excellence Profile

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### Relationship management

- Builds trust within the team through delivering on actions agreed and exceeding the expectations of others.
  - Builds warm and trusting relationships, on the phone and in person, with the retired Queen's Nurses, and Volunteer Visitors, being willing to stop other work and make listening a priority.
  - Maintains a flow of communication and news to the retired QNs who feel connected and valued and want to share the stories of their nursing careers with others.
  - Brings joy and kindness to the lives of the older and frail retired Queen's Nurses through thoughtful correspondence, connecting them to others and financial support where appropriate.
  - Seeks out and builds alliances with other organisations involved in nursing history and archiving which results in collaborative work.
  - Negotiates brilliant deals with venues and sponsors for events and gatherings, which make the best use of the charity's funds.
  - Makes positive links with other similar organisations involved in befriending which enhances our work.
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### Outputs and productivity

- Cherishes and captures the narrative of nursing past, and present, finding new ways to record and share our story creatively.
  - Brings a great blend of creativity, innovation and meticulous attention to detail to the planning of events for the retired QNs and long service events for community nurses which leave people feeling truly valued.
  - Develops well-honed systems for long service awards which leave nurses feeling valued and cherished.
  - Provides highly efficient and cheery committee support to the QN Visitors and the history group.
  - Enjoys writing to produce high quality newsletters for retired Queen's Nurses, including news and inspiring obituaries.
  - Scopes opportunities with likely funding on behalf of QNIS, initiates and coordinates grant applications for historical work.
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## Team work

- Builds and maintains a great rapport with colleagues.
- Demonstrates a 'can do/will do' attitude and a willingness to roll up sleeves and get involved in anything that needs doing.
- Understands the challenges and benefits of working in a small team and enjoys doing so.
- Shares knowledge, information and ideas to support working as a team.
- Is enthusiastic about the role and energises those around them.
- Really believes in the purpose of the Institute.
- Has the confidence to ask others for support and looks for ways to support them.
- Takes time to celebrate after working hard to achieve goals. Balances the urgent and important and enjoys working flexibly.
- Thrives in a dynamic and rapidly changing environment, embracing change.
- Brings a sense of fun to the office.

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## Technical know how

- Great telephone manner, so retired QN's look forward to getting in touch.
  - Highly developed skills in database and contacts management, ensuring that we have accessible and up to date information for all our retired QN's.
  - A good understanding of befriending, safeguarding and lone working to support and advise the volunteer visitors.
  - Expert formatting to produce clear and accessible documents in MS Word.
  - Highly developed skills in project and event management, using effective tools for detailed scheduling; recording all decisions and milestones so there's a clear audit trail for every project and event.
  - Content management skills to keep web pages up to date.
  - Skills in multi-tasking and ability to keep track of work despite constant interruptions.
  - A keen interest in oral history, archiving and ways to communicate our heritage.
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