



INFORMATION AND SUPPORT MANAGER

Scleroderma and Raynaud's UK

Job Pack

Scleroderma and Raynaud's UK (SRUK) is the only UK charity dedicated to improving the lives of people affected by Scleroderma and Raynaud's Phenomenon. We exist to improve awareness and understanding of the conditions, to support those affected, and ultimately find a cure.

We work to deliver activities across four key themes: Empowerment, Awareness, Healthcare and Research. We believe that our work across these areas will bring about real and lasting change for people living with Scleroderma and Raynaud's.

We are at a very exciting point in our organisation's journey towards ensuring that no one must have their life limited by Scleroderma and/or Raynaud's. As part of this, we are looking for an extremely driven individual with strong project and stakeholder relationship skills to help us deliver our support and information offering to our community.

The Information and Support Manager will work closely with the whole team to develop and deliver a strong information and support package that meets the needs of our community.

Working across the organization, the Information and Support Manager will:

- Manage and deliver our information offering across various communication channels. This includes ensuring that the information is evidence based and up to date, as well as being in line with the Patient Information Forum (PIF) Tick.
- Manage the development of the SRUK Support Network. This includes administration of our volunteer helpline, oversight of the support group networks, and delivery of information days.

Further information about SRUK can be found on our website: <https://www.sruk.co.uk/>

Job Title:	Information and Support Manager
Hours:	Full time, permanent
Salary:	£32-35k (depending on skills and experience)
Reports to:	Chief Executive

Purpose of Role

Information and support services are at the heart of everything we do at SRUK. They are key to empowering our community and increasing awareness of the conditions and widening healthcare access to all those affected. We are looking for candidates that share our enthusiasm for providing fantastic services and who can develop and deliver this information and support offering to our community. The successful candidate will ensure that our information offering is up to date and relevant to the needs of the Scleroderma and Raynaud's community, and oversee the development of the SRUK Support Network, working closely across the organization to develop and deliver our information and support strategy.

PERSON SPECIFICATION

The successful candidate will have experience of information provision across various communication channels, as well as the project management and stakeholder management skills that are required to be successful in this role.

Professional/Technical qualifications:

- Qualified to degree level or equivalent
- Evidence of continuous professional development or, equivalent work experience

Experience:

- Experience of writing and developing health information content (essential)
- Experience of developing multimedia health information content (desirable)
- A track record of project delivery success, working with various stakeholders (essential)
- Evidence of working with patient support networks (desirable)
- Knowledge and understanding of patient centric approaches within the medical charity or related sector (essential)

Knowledge and Skills:

- Ability to develop and maintain collaborative relationships with a wide range of stakeholders
- The ability to work independently and manage own workload
- Strong project management skills with a keen focus on delivery to time and budget
- Great team player, working well with others in a small team environment
- A flexible and adaptable approach to managing change and ambiguity
- Proactive and solution focused, with an ability to identify problems and propose solutions
- Technically adept with MS Office suite (including MS Word, Outlook, MS Excel, Powerpoint)
- Familiar with CRM databases (desirable)

MAIN DUTIES AND RESPONSIBILITIES

1. Manage and deliver information provision across various communication channels

- Develop and review resources providing information on various aspects of the conditions, working closely with key stakeholders including clinicians, patient community members and suppliers.
- Act as the key point of contact for provision of information to newly diagnosed members of the patient community
- Ensure SRUK branded information publications are available at rheumatology specialist clinics across the UK.
- Work closely with the social media manager to ensure people receive appropriate guidance and support.
- Work closely with the communications team to develop and deliver content across digital channels.
- Provide content on practical management, information on the conditions and support guidance for the SRUK quarterly Membership magazine.
- Work closely with the whole team to develop, pilot and evaluate innovative information products.

2. Manage the development of the SRUK Support Network across various channels

- Act as the key point of contact for regional rheumatology clinics and patient groups across the UK, providing guidance on support group creation and management
- Develop and implement the process for creation of regional support groups across the UK, including development of training and promotional material for prospective support group leaders
- Manage the support group network across the UK, including ensuring a SRUK presence at regional support group meetings
- Deliver patient information days annually, ensuring patient members are able to attend their local patient information days. Includes working with external stakeholders to secure appropriate locations, developing agendas with key clinicians and ensuring smooth running of the events
- Provide management and administration support to the SRUK Helpline, including supporting and communicating with the SRUK Helpline Volunteer team
- Acting as point of contact for support-related queries across social media channels, including proactively engaging with the online support forum
- Lead on the scoping and assessment of digital based support offerings

THE SELECTION PROCESS

Applicants are required to submit a CV and a covering letter that explains how you and your experience meet the role requirements. **These should be sent to jobs@sruk.co.uk**

If you would like to have an informal chat about the role, you can contact **Sue Farrington** via: info@sruk.co.uk

The **deadline for applications is 23/01/2024**, with interviews commencing the week of 29/01/2024

Appointment will be subject to receipt of satisfactory references.