

INFORMATION AND SUPPORT MANAGER JOB APPLICATION PACK

Scleroderma & Raynaud's UK (SRUK) is the only charity dedicated to improving the lives of people affected by Scleroderma and Raynaud's, both autoimmune, connective tissue conditions. We exist to improve awareness and understanding of these conditions, to support those affected, and ultimately to 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 now at a very exciting point in our organization's journey towards ensuring that no one has to have their life limited by Scleroderma and Raynaud's. As part of this, we are now looking for a driven individual with strong project and stakeholder relationship skills to help us deliver our support and services offering to our community of people living with Scleroderma and Raynaud's.

The Information and Support Manager will work closely with the Head of Research and Services 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 Information Quality Standard.
- 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.
- Lead on the development and implementation of a Patient Public Involvement (PPI) framework across our key activity themes of Empowerment, Awareness, Healthcare and Research.

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: £28-30K pa
Reports to: Head of Research and Services

Main Purpose

To develop and deliver the information and support offerings to the community of people living with scleroderma and Raynaud's. 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, oversee the development of the SRUK Support Network and work with the Head of Research and Services to develop the SRUK Patient Public Involvement framework.

Scope of Role

- 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 Information Quality Standard.
- 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.
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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 content development for information provision
- A track record of project delivery success, working across various stakeholders
- Evidence of support network and Patient Public Involvement development
- Knowledge and understanding of patient centric approaches within the medical research charity or related sector

Knowledge and Skills:

- Ability to develop and maintain collaborative relationships with a wide range of stakeholders
- The proven 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) and familiar with CRM databases

MAIN DUTIES AND RESPONSIBILITIES

1. Manage and deliver information provision across various communication channels

- Develop and deliver publications 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
- Monitor SRUK social media channels to ensure that people with the conditions receive the appropriate guidance and support
- Working closely with the Content Manager, develop and deliver content across digital channels providing advice on practical management of the conditions
- Provide content on practical management, information on the conditions and support guidance for the SRUK quarterly Membership magazine
- Work closely with the Head of Research and Services 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 up to 3 regional half day 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, such as 24/7 digital support provision

3. Lead and develop the Patient Public Involvement program

- Lead the scoping process for development of the flagship SRUK Patient Public Involvement (PPI) program
- Working closely with the Head of Research and Services, develop the PPI framework to ensure appropriate governance and activity planning as well as inclusion of the SRUK Patient community in all aspects

THE SELECTION PROCESS

The deadline for applications is 5pm 30th September 2019. Interviews will take place on Friday 11th October 2019.

Applicants are required to submit a CV and a cover letter that explains how you and your experience meet the role requirements.

If you would like to have an informal chat about the role, you can contact **Dr Fatima Sulaiman** on **0203 893 5992**.

Appointment will be subject to receipt of satisfactory references.

PRIVACY NOTICE

Scleroderma & Raynaud's UK will collect a range of information from you in order to process your application. This may include:

- Your name, address and contact details, including email address and telephone number
- Details of your qualifications, skills, experience and employment history
- Whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process

SRUK collects this information in a variety of ways. For example, data might be contained in CVs or written statements; obtained from your passport or other identity documents; or collected through interviews or other forms of assessment.

SRUK will also collect personal data about you from third parties, such as references supplied by former employers.

SRUK will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so. Data will be stored in a range of different places, including on your application record, in our HR management systems and in other IT systems (including our email system).

Processing data

SRUK needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you. In some cases, SRUK needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

SRUK has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process.

Accessing data

Data will be shared with the HR team and those involved in the recruitment process.

Data from candidates not shortlisted for interview will be held for one month and then deleted or destroyed.

Data Storage

Data from candidates brought to interview will be held for three months after the end of the recruitment process and then deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Require SRUK to change incorrect or incomplete data
- Require SRUK to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing
- Ask SRUK to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data

If you would like to exercise any of these rights, please contact David Kesel david.kesel@sruk.co.uk. If you believe that SRUK has not complied with your data protection rights, you can complain to the Information Commissioner.

You are under no statutory or contractual obligation to provide data to SRUK during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.