

# WHAT'S THE ROLE?

## HEALTHCARE IMPROVEMENT OFFICER

The Healthcare Improvement Officer sits within our Improvement Programmes Team. It supports the successful delivery of our leadership programmes and quality improvement project work helping healthcare professionals improve prostate cancer services across the UK. This role will involve a varied workload incorporating administration, engagement and event organisation.

### IN THIS ROLE YOU'LL...

- Lead the logistics, attend, and support the delivery of healthcare improvement programmes and events virtually and across the UK, including our Clinical Champions Programme, Clinical Advisory Group meetings and healthcare professional annual conference
- Manage financial process administration including processing invoices and raising purchase orders
- Manage the recruitment processes for our programmes, ensuring these are consistent and delivered to deadline
- Manage and maintain relevant databases and monitoring systems ensuring accuracy, accessibility, and timely reporting to support data-driven decision-making
- Procure and manage resources and supplies for programme delivery, ensuring timely availability of materials and adherence to procurement procedures.
- Support maintaining webpages and support other digital and social media communication channels as required
- Assist in the delivery of our improvement programmes for healthcare professionals, including preparing materials, liaising with venues, and supporting participant engagement.
- Contribute to the planning and scheduling of healthcare improvement programmes
- Foster relationships with programme alumni through regular communication, engagement activities, and the creation of opportunities for ongoing involvement in healthcare improvement initiatives
- Support the production and distribution of alumni newsletters, including content planning and performance monitoring to support alumni engagement and knowledge sharing.
- Work with teams across Prostate Cancer UK that can support the improvement programmes work and scale up the reach and impact of our work
- Management of our online Clinical Champions learning Hub
- Maintain high quality data, making sure information is gathered and recorded in line with the requirements of the General Data Protection Regulation, ICO and Prostate Cancer UK Data Protection Policy.

## WHO YOU ARE...

- Effective communicator with strong verbal and written skills and ability to adapt communication style to reflect the audience
- Strong administration skills including diary and inbox management, event logistics, and travel coordination
- Experience of webpage management and creating new online content
- Experience of event planning and support
- Experience with administrative financial processes
- Excellent organisational skills with the ability to manage workload and prioritise tasks effectively
- Ability to build, develop and maintain relationships with key stakeholders both external and internal including clinicians, colleagues and senior management
- Demonstrated understanding of the healthcare and/or charity sectors
- Working knowledge of standard IT packages including Microsoft Word, Excel and PowerPoint.
- Actively supports our commitment to equity, diversity, inclusion and allyship.

# YOUR ROLE: THE NUTS AND BOLTS

**Your line manager:** Improvement Programmes Manager

**Job level:** Band 2B - Officer

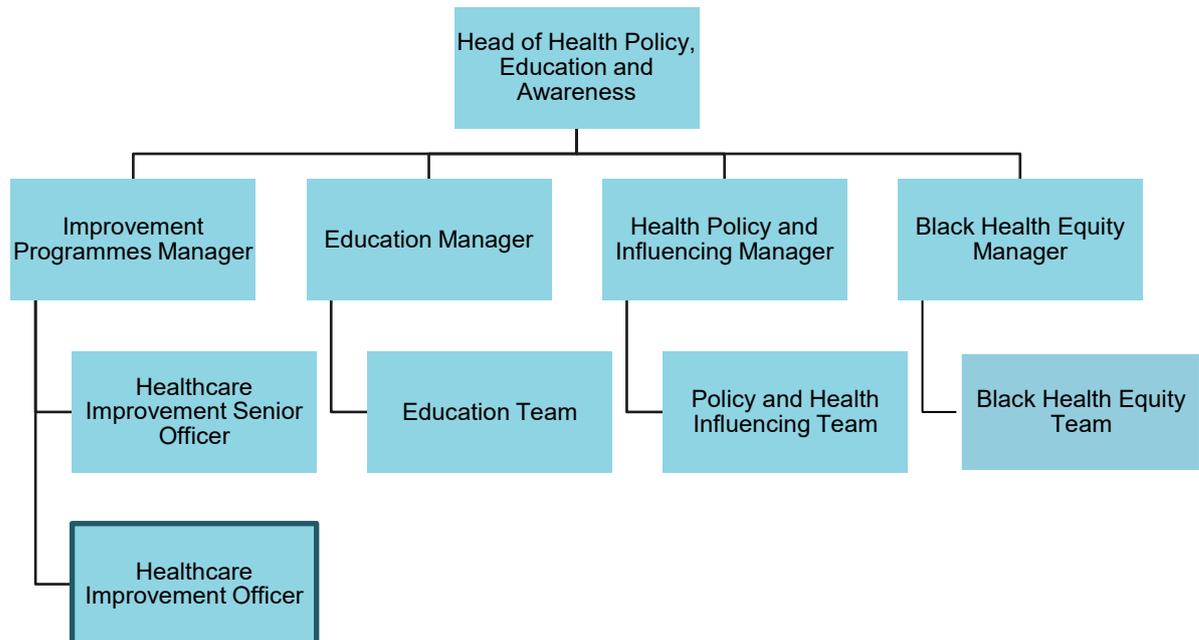
**Contract:** Permanent

**Hours:** Full time; 37.5 hours per week - We're happy to consider requests for flexible and part-time working on hiring.

**Location:** Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office at least four days a month and we may need you to come in for specific meetings.

You will need to travel to programme events across the UK.

## WHERE DOES MY ROLE FIT IN THE ORGANISATION?

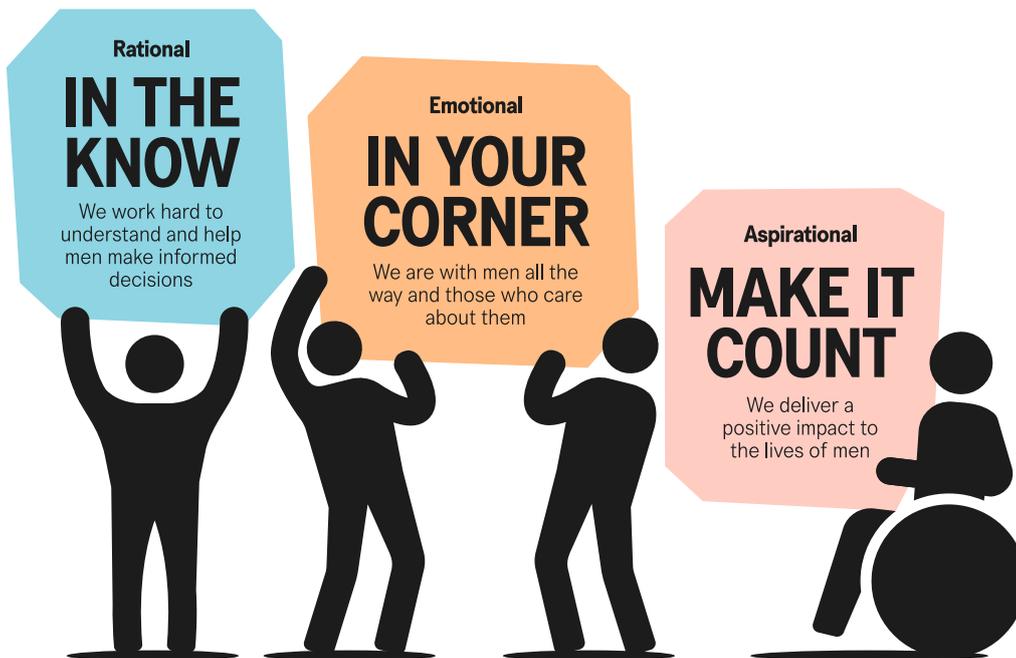


# OUR CULTURE

## VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

## OUR VALUES



## OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
<b>GENEROUS WITH KNOWLEDGE</b> Switched on and well-connected, we share our expertise and make informed decisions.	<b>GOT YOUR BACK</b> Unembarrassed and reassuring, we listen, understand and stand up for those in need.	<b>DO WHAT MATTERS</b> Impossible to ignore, we focus on what matters to drive results and maximise our impact.
<b>NATURALLY CURIOUS</b> Constantly learning and hungry for knowledge, we challenge and push for answers.	<b>OPEN TO ALL</b> Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	<b>NEVER SETTLE</b> Fired up and determined to make a difference in everything we do – and driven to give our best.