



HEALTH INFORMATION & CONTENT MANAGER



ABOUT US

THANK YOU FOR TAKING THE TIME TO FIND OUT ABOUT OUR CURRENT VACANCY.

We're delighted that you are interested in working for the Bone Cancer Research Trust (BCRT). Included in this pack is a little background information about the organisation along with details of the job role. BCRT currently employs 35 members of staff, and we have a voluntary Trustee board of 15, based across the UK.

Our charity started in 2004, when a group of families who had lost children and young people to primary bone cancer (PBC) came together. They wanted to tackle head-on the fact that there was virtually no accessible bone cancer information, and practically no funding for research into this disease. In 2006, they registered the Bone Cancer Research Trust. Since then, we have become the leading charity dedicated to fighting primary bone cancer.

We are incredibly lucky to have a very active and highly engaged community of supporters. Through their support, we have significantly increased our income to £3 million per annum. This increase has enabled us to fund more pioneering primary bone cancer research than any other organisation in the UK. And whilst our research is finding the cures of the future, our dedicated Support & Information Service is available for all patients and their families now, offering expert advice and support through treatment and beyond. Our awareness campaigns continue to raise the profile of primary bone cancer amongst the public and healthcare professionals throughout the UK and worldwide to improve disease understanding and speed of diagnosis.

It is a truly exciting time to be joining our award-winning team, as we have recently launched our 10 year strategic plan and you will play a pivotal role in its delivery. Directly informed by our supporters and stakeholders, our future ambitions will continue to drive improvements in patient survival and ensure patients are supported to find their 'new normal' after treatment.

If you are excited about joining our team, please read through this job pack to see if you have the right skills we are looking for.

We look forward to hearing from you.



With best wishes,

Will Burchell
Chief Executive Officer

OUR SUPPORT & INFORMATION SERVICE

No one should feel alone when diagnosed with primary bone cancer (PBC). The Bone Cancer Research Trust strives to provide a supportive network for all PBC patients to limit their feelings of isolation and anxiety. Given the rarity of the disease, patients can often go through their entire treatment and recovery without meeting another patient so external support is vital.

Over the last 4 years, our Support & Information Service has developed to become a leading service for patients, family members, siblings and friends of patients, providing direct support and/or specialist information. The Support & Information Service is comprised of:

- A freephone Support & Information telephone line and email - 0800 111 4855 / support@bcrt.org.uk (Mon - Fri 9am - 5pm).
- Financial assistance grants for every new patient in the UK.
- Virtual primary bone cancer & bone tumour support groups.
- Confidential and professional support from our Support & Information Team.
- Access to reliable, accurate and award-winning bone cancer and bone tumour specific information.
- An annual conference, bringing together our community in a supportive and safe environment.
- A series of local in-person 'Get Togethers' providing the community with vital peer support.
- A library of Support & Information Webinars, covering topics pertinent to primary bone cancer.
- Dedicated primary bone cancer/ bone tumour digital support groups.
- Correct signposting to third-party organisations.
- Access to patient stories and the opportunity to be connected with others who have had similar experiences.

Through our Support & Information Service, we provide connection, understanding and togetherness. We receive and respond to requests for support covering an array of topics, including, but not limited to, surgical questions, treatment options, rehabilitation, and recovery. We work with colleagues from the primary bone cancer community to provide support and accurate information, however, we do not provide medical advice.

We create award-winning information resources for our community and distribute these via our links with primary bone cancer clinical teams and directly via web requests.

We provide both in-person and virtual support services, ensuring that patients can access support irrespective of where they are in the world.

With best wishes,

Will Burchell
Chief Executive Officer

ABOUT THE ROLE

Access to reliable information is a key priority for the Bone Cancer Research Trust and we are the only charity to provide detailed information on all types of primary bone cancers and tumours. Our information has also won a British Medical Association award.

The Health Information and Content Manager role will build on our current information resource portfolio, with a vision to ensuring our approach will maintain formal systems within the information production process in line with the Patient Information Forum (PIF) tick quality mark.

As part of our ambitious new 10-year strategy, we are looking to expand our portfolio of information further in future years to ensure it is easily accessible for all, irrespective of age or background.

This is an exciting opportunity to work with a range of stakeholders, including primary bone cancer patients, their families and friends, healthcare professionals and researchers to ensure that every patient facing a diagnosis has access to the information they need and in a format that they can easily understand and use.

You will work closely with the Support Team who use our information to support and build lasting relationships with patients and their families. You will also support our Research Team to develop new educational resources aimed at improving the awareness of primary bone cancer amongst healthcare professionals, contributing to our aim of improving the time to diagnosis for our patients. You will also work with our Communications team to produce promotional content for the Charity's social media channels.

The Health Information & Content Manager will be a self-motivated individual with a meticulous eye for detail. You will have an understanding of medical terms and jargon and be able to translate this into clear information that is understandable to patients and the general public. You will be highly organised and will be able to manage several tasks at once, meeting strict deadlines. You must be able to deal with sensitive and emotive conversations in a calm, compassionate and respectful manner.

JOB PURPOSE:

The Health Information and Content Manager will be responsible for the charity's information provision, ensuring it is relevant, evidence based, accessible and meets the needs of everyone affected by primary bone cancer. Leading on both the maintenance of the formal production process and the development of new resources across different formats, including video and webinar content.

KEY BENEFITS

- Study assistance for further professional qualification, subject to discussion with successful candidate
- Flexible approach to working hours
- 30 days annual leave per year plus bank holidays
- An extra leave day in every 5th year of employment to celebrate your work anniversary
- Healthcare cash plan & Employee Assistance Programme
- 6% pension contributions on qualifying earnings
- Clear performance expectations and opportunity to increase salary banding annually
- Enhanced sickness, maternity and adoption leave
- Training and personal development opportunities
- Option to purchase up to 5 days additional annual leave
- Life Assurance of 4x annual salary
- Free onsite parking at our Horsforth office

We believe wholeheartedly in supporting our staff to do their very best, irrespective of working location. If needed, and following a workstation assessment, you will receive an allowance for a home-working workstation and all necessary home-working equipment will be provided.

ROLE DETAILS

Job title:	Health Information & Content Manager
Reporting to:	Head of Research, Information & Support
Line management:	N/A
Salary:	£30,000 - £35,000
Hours of work:	Full time, 37 hours per week. Part time hours may be considered
Contract type:	Permanent
Location:	Flexible: remote, hybrid or office-based (Horsforth, Leeds)
Probation period:	3 Months



KEY RESPONSIBILITIES

INFORMATION AND CONTENT

- Review and update our print and digital health information in line with the Bone Cancer Research Trust's PIF accredited information production policy, and according to the information review schedule.
- Manage the development and production of new primary bone cancer information resources, using appropriate formats including but not limited to print, web content, video.
- Ensure all new content meets clinical standards, plain English principles, and accessibility requirements.
- Develop a panel of health care professionals, researchers, patients and public to undertake reviews and ensure their involvement in all stages of health information production.
- Support the development and review of educational information resources for healthcare professionals.
- Manage and maintain the Information pages of the BCRT website.
- Keep abreast of what and where current primary bone cancer information is available and where any information gaps may be.
- To develop and maintain a close working relationship with sarcoma clinical nurse specialists and other healthcare professionals to ensure they promote BCRT materials and return patient/professional feedback.
- Work with the Support & Information Team and primary bone cancer clinicians to maintain our clinical trials information resources for patients.
- Support the delivery of the Bone Cancer Conference and other off-site events where Information is made available.
- Work with the Communications team to ensure health information content closely follows style and tone guidance, is produced on brand and to high standards.
- Support the Communications team to produce a communication plan and social media content to promote the Bone Cancer Research Trust's information resources.
- Maintain records of information resource requests and website usage, collate feedback from users and produce regular reports to demonstrate the impact of the Charity's information resources.
- Keep up to date on best practice in health information production to ensure continual improvement.
- Liaise with other charities to signpost useful, additional information and to co-produce information where appropriate.

OTHER

- Ensure compliance with Data Protection, Electronic Communications and PIF guidelines.
- Undertake training, development and appraisal activities as required by the charity's leadership team.
- Evaluate own performance critically and strive for continual improvement.
- Select and make use of a variety of resources, including IT to manage workload effectively.
- Support the charity's ethos and policies and demonstrate a commitment to attitude and behaviour that reflects our core values – Pioneering, Dynamic, Supportive, Knowledgeable and Trustworthy.
- Act as an ambassador for BCRT and attend and research meetings and other events as and when required which will include some evenings and weekends.
- Carry out any other duties as may be reasonably requested that are commensurate with the level of this role.



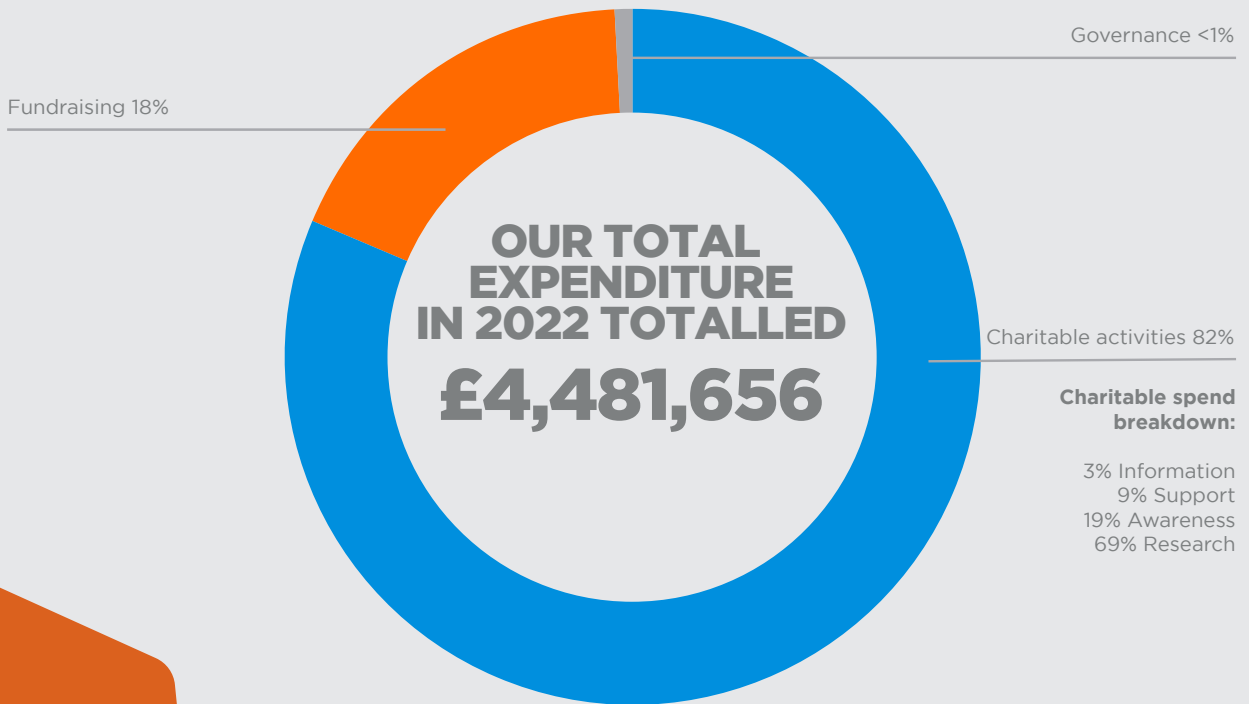
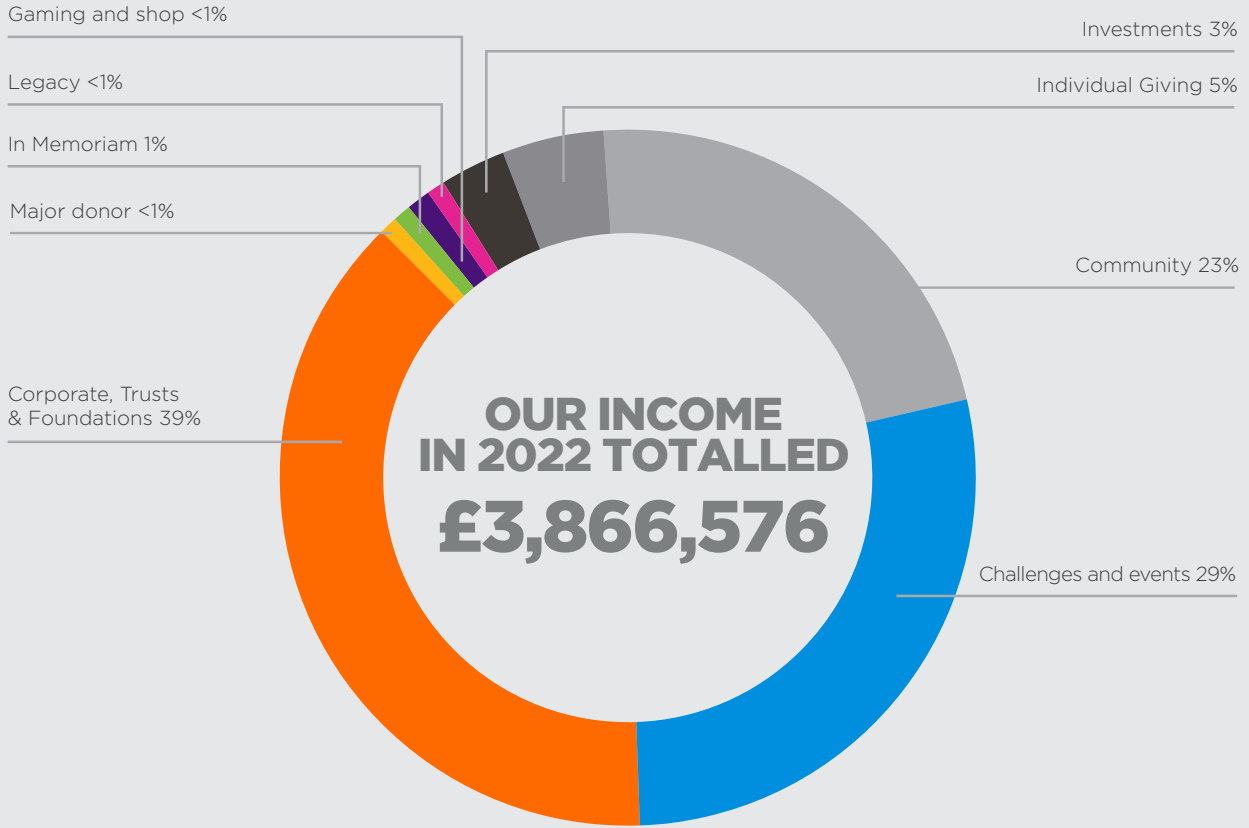
Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

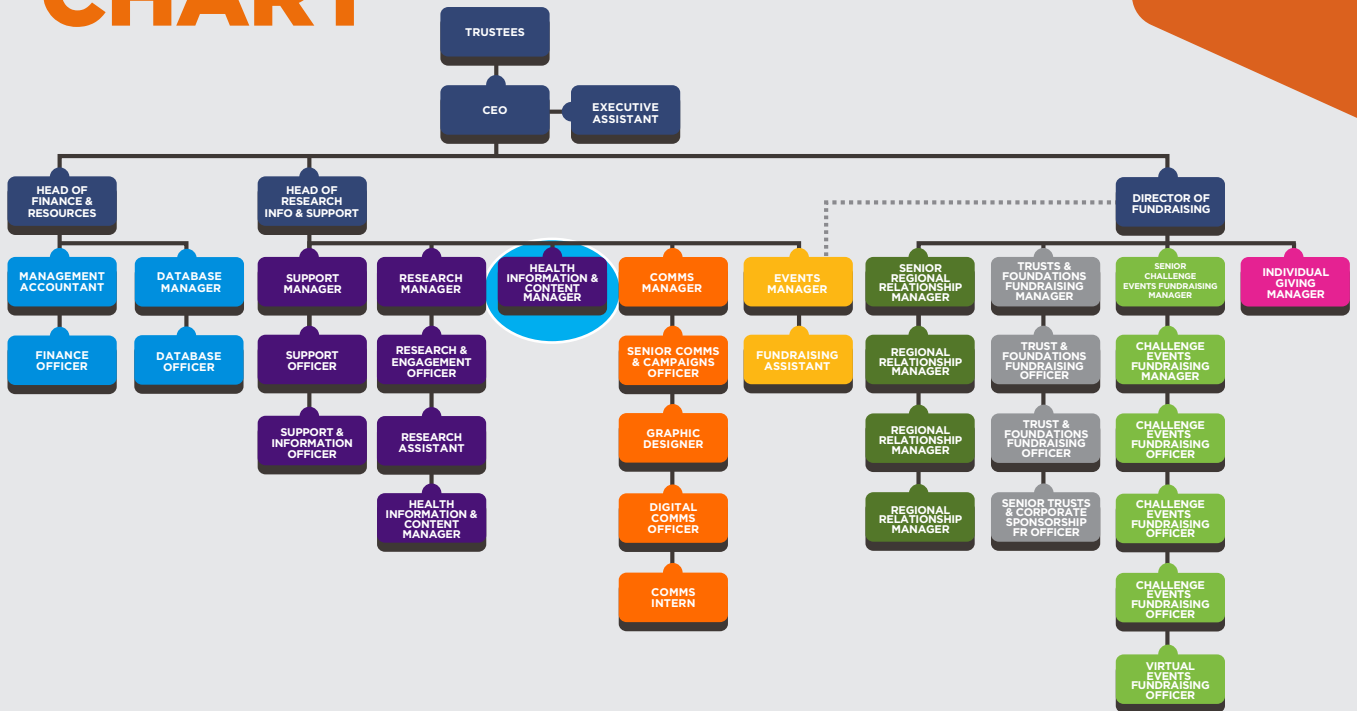
Criteria	Essential	Desired
Qualifications		
A good level of general education, including a high standard of English.	✓	
Relevant professional qualifications such as editorial, medical, scientific or healthcare qualifications		✓
Knowledge of or experience in a public health, medical research charity or patient information setting	✓	
Experience in writing patient facing information	✓	
Experience with the PIF accreditation process		✓
An understanding of stakeholder involvement in delivering a project	✓	
Experience working with a variety of stakeholders including patients, the general public, healthcare professionals and researchers.	✓	
Proven experience in communicating to a variety of audiences	✓	
Working with CRM databases		✓
Working with project management tools (preferably Teamwork)		✓
Skills, Abilities & Knowledge		
Ability to maintain positive relationships with the primary bone cancer community	✓	
Ability to gain an understanding of cancer in general and primary bone cancer and translate complex medical information into understandable health information.	✓	
Using published literature, review and summarise appropriate content effectively and accurately	✓	
Enthusiastic, imaginative, energetic and creative with a 'can do' attitude.	✓	
Ability to confidently work as part of a team or individually.	✓	
Excellent interpersonal and communication skills.	✓	

Be highly organized and possess excellent project management skills. Can manage their own time effectively and manage competing priorities.	✓	
A shared passion for the work of the Bone Cancer Research Trust.		✓
Self-reliant and competent IT user including internet, email, databases, spreadsheets, and MS Office.	✓	
Persuasive communicator with ability to influence people at all levels (written, oral including public speaking and presentations).	✓	
Other		
Ability to manage a varied and complex workload, prioritising competing demands whilst maintaining accuracy and attention to detail.	✓	
A team player with the willingness to work flexibly and proactively, across different teams and respond to the emerging needs of the charity.	✓	
UK Driving License		✓
Willing and able to travel within the UK with occasional overnight stays	✓	

INCOME & EXPENDITURE 2022



ORGANISATION CHART



HOW TO APPLY

The Bone Cancer Research Trust promotes an inclusive culture. We are committed to encouraging further growth from diverse groups, and we welcome applications from people from under-represented groups or communities.

For informal discussions about the role, please contact zoe.davison@bcrt.org.uk

To apply, please complete the equality and diversity monitoring form and the application form and send to sarah.yates@bcrt.org.uk by 5pm on the **23rd of October 2024**.

Interviews for shortlisted candidates will take place during the week commencing on the **4th of November 2024**.

10 Feast Field, Horsforth, Leeds LS18 4TJ

Visit: bcrt.org.uk

Call: 0113 258 5934

Email: info@bcrt.org.uk

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Bone Cancer Research Trust is a Charitable Incorporated Organisation (CIO), registered at the Charity Commission with Charity Registration Number 1159590.