

Job title:	Information Manager
Location:	Head Office, London, SE1 (with flexibility for homeworking)
Department:	Services and Support
Reporting to:	Head of Health Information and Engagement
Salary:	£32,000 -£34,000
Contract:	Permanent

About us:

Muscular Dystrophy UK is a charity that connects a community of more than 110,000 people living with one of over 60 muscle wasting conditions, and all the people around them. So, everyone can get the healthcare, support and treatments needed to feel good, mentally and physically.

This is an exciting time to join Muscular Dystrophy UK. We recently launched our new [10-year strategy](#) to transform the lives of people living with muscle wasting conditions. Our vision is clear, a world without limits for people with muscle wasting conditions, and we won't stop until we achieve it.

Main purpose of role:

The Information Manager will work alongside the Head of Health Information and Engagement to develop and maintain our high-quality, accessible information resources for people living with muscle wasting conditions.

This is a pivotal role within the Health Information and Engagement Team, helping ensure that people affected by muscle wasting conditions have access to trustworthy, user-focused content in both digital and print formats.

The Information Manager will be responsible for the high quality of our information portfolio throughout its lifecycle - from production to review, covering a range of subjects including condition-specific health information, practical advice, lifestyle guidance and welfare support.

Main areas of responsibility:

Manage the Health and Lifestyle Information Portfolio.

- Lead the development and production of information resources, including digital content and printed materials, with a particular focus on condition information, practical, welfare and lifestyle topics, with oversight from the Head of Health Information and Engagement.
- Ensure all content is accurate, user-centred and inclusive, working closely with individuals and families affected by muscle-wasting conditions, as well as health and social care professionals
- Maintain and embed quality standards to retain the Patient Information Forum (PIF) TICK accreditation, including managing content review schedules and documentation.
- Work collaboratively with internal teams (such as Content and Digital) to ensure all resources meet brand guidelines, plain English standards and accessibility requirements.

PIF (Patient Information Forum) Tick Accreditation

- Work alongside the Head of Health Information and Engagement to ensure Muscular Dystrophy UK maintains its PIF Tick accreditation.
- Review and update the charity's Information Production Policy to ensure continued alignment with PIF Tick standards and best practice in health information publishing.

Monitor review schedules and quality assurance processes to uphold the highest levels of accuracy, reliability and accessibility in all published information.

Stakeholder engagement

- Build and maintain strong working relationships with key external stakeholders, including healthcare professionals and condition-specific organisations.
- Ensure information resources reflect lived experiences and meet the real-world needs of people with muscle-wasting conditions through co-production.
- Use feedback, insights and data to identify gaps in our content and inform the development of new resources.

Other responsibilities:

- Ensure that all actions comply with the spirit of the Data Protection Act.
- Represent the charity externally if required and undertake other such tasks as required by the line manager.
- Provide project support across the wider team where required and when health information is included.
- Develop and disseminate a regular e-newsletter to healthcare teams with updates from across the charity.
- Attend in-person and virtual healthcare events with the Events Manager where required. #

Values and behaviours

- A positive attitude and approach that reflect the charity's values.
- Seek opportunities to contribute to the development of the charity.
- A commitment to and an understanding of disability issues, equality, diversity and inclusion.
- To always demonstrate role model behaviour.

Person Specification

Experience and Knowledge	Essential / Desirable
A good level of general education, including a high standard of written English	Essential
Proven experience in producing clear, accessible health or welfare information across a range of formats (print and digital)	Essential
Experience of editing and proofreading health-related content or publications	Essential
Understanding of health information quality standards, including PIF TICK	Essential
Strong editorial skills, with a focus on plain English and inclusive content	Essential
Proficient in Microsoft Word, Excel, PowerPoint, Outlook and other relevant software	Essential

Experience and Knowledge	Essential / Desirable
Experience of line management, with the ability to support and develop team members	Essential
Experience of identifying gaps in information provision and proactively developing new resources	Desirable
Experience of working in a voluntary or health sector organisation	Desirable
Knowledge of muscle-wasting or long-term health conditions	Desirable
Good understanding of issues relating to welfare benefits, independent living, and condition management.	Desirable

Skills and personal attributes	Essential / Desirable
Committed, self-motivated, proactive, and creative	Essential
Ability to produce clear, consistent communications appropriate to different audiences and channels, in line with brand guidelines	Essential
Excellent organisational skills, with the ability to manage time, prioritise tasks effectively and adapt to changing demands	Essential
A commitment to continuous learning and improvement – for self and the organisation – and a drive to achieve goals	Essential

Skills and personal attributes	Essential / Desirable
Details	
Hours – 35 per week, some evening and weekends required, time off in lieu to be taken.	
Holidays – 25 days	