



ARTHRITIS ACTION

HEAD OF SERVICES AND ENGAGEMENT (MATERNITY COVER) **JOB DESCRIPTION**

Reporting to:	Deputy CEO
Head Office:	240 City Road, London, EC1V 2PR
Location:	Hybrid: Two fixed days in London office (Mondays and Wednesdays), three days at home.
Hours:	Full-Time (37.5 hours per week).
Salary:	£45,000 to £50,000 per year.

This is a 12-month fixed-term maternity cover role, offering an exciting opportunity to make a significant contribution during this period of organisational growth, with an ideal start date of November 2026.

About Arthritis Action

Arthritis Action is the UK charity giving hands-on, practical help to improve the quality of life of people affected by arthritis. We offer an integrated self-management approach, which looks at both the physical and mental health impact of living with arthritis. We support people living with musculoskeletal conditions through healthy eating advice, mental health resources, pain management techniques, Online Groups, employment support, and exercise advice and resources.

We are looking for an inspiring and strategic Head of Services and Engagement to ensure our services are impactful, accessible and centred around the needs of people living with arthritis.

The Role

The Head of Services and Engagement will lead the development, delivery and continuous improvement of Arthritis Action's services and engagement activities. This is a key role responsible for ensuring that people affected by arthritis receive high-quality, evidence-based support and have meaningful opportunities to connect, participate and influence our work.

The postholder will oversee our membership and service portfolio, including community-based activities, self-management support and engagement programmes, ensuring they are effective, inclusive and aligned with organisational priorities. They will also support the creation of a sustainable volunteer model alongside our new Volunteer Manager, enabling volunteers to extend our reach, strengthen communities and increase our impact.

Key Responsibilities

Membership and Service Delivery

- Develop a strong understanding of the member and service user journey, using insight, feedback and data to identify opportunities to improve engagement, satisfaction, retention and outcomes at every stage.
- Oversee and lead on the delivery and continuous improvement of Arthritis Action's member services, community activities, events, and other programmes.
- Develop approaches to increase access and engagement amongst diverse and underserved communities.
- Implement effective monitoring and evaluation processes to demonstrate impact.
- Work with colleagues to identify opportunities for service innovation, partnership working and growth and fundraising.

Engagement and Community Building

- Develop and implement an engagement approach that strengthens relationships with members, service users, supporters and communities.
- Create meaningful opportunities for people affected by arthritis to participate, connect and share their experiences.
- Work collaboratively with Communications and Fundraising colleagues to maximise awareness, participation and impact.
- Build relationships with community partners and relevant external organisations to extend reach.

Volunteering Strategy and Development

- Help develop Arthritis Action's volunteer strategy alongside the Volunteer Manager, creating a sustainable model that supports organisational priorities.
- Provide strategic oversight and support to the Volunteer Manager, ensuring effective volunteer recruitment, training, support and recognition.
- Establish appropriate volunteer policies, processes, safeguarding arrangements and systems.

Line Management

- Lead, motivate and develop the Services and Engagement Team.
- Manage budgets effectively, ensuring resources are used efficiently and deliver value.
- Work collaboratively across the organisation, particularly with Communications and Fundraising.
- Represent Arthritis Action externally with partners, stakeholders and sector networks.

Data, Insight and Impact

- Use data, evaluation and feedback to understand service effectiveness and improve outcomes.
- Report meaningful KPIs for services, engagement and volunteering alongside the Services Manager.
- Use CRM and engagement data to improve communication, participation and user experience.

Person Specification

Essential

Experience

- Experience of leading health, wellbeing, community or support services within a charity, healthcare or related environment.
- Experience of managing teams, budgets and operational delivery.
- Experience of implementing volunteer led services.
- Experience of improving the overall membership journey.
- Experience of developing and improving services based on evidence, insight and user needs.

- Experience of engaging diverse communities, members, service users or people with lived experience.
- Experience of developing partnerships and collaborative approaches.

Skills and Knowledge

- Excellent oral and written communication skills including the ability to write in Plain English.
- Understanding of person-centred approaches and co-production.
- Excellent communication, influencing and relationship-building skills.
- Strong understanding of inclusion, accessibility and reducing health inequalities.
- Ability to use insight, data and evaluation to improve impact.

Attributes

- An understanding of, and commitment to, Arthritis Action's vision, mission, equal opportunities and diversity.
- A self-starter and senior leader, able to work on own initiative where required.
- Values-driven, collaborative and inclusive professional.
- Empathetic and committed to ensuring people's voices shape services.
- Able and willing to travel within the UK.

Desirable

- Experience working in a health charity, patient organisation or membership body.
- Experience of supporting people with long-term conditions.
- Experience using CRM systems and digital platforms to improve engagement.

How to apply

Applications should be in the form of a CV with a covering letter explaining your interest in and suitability for the role. Please provide both email and telephone contact information for yourself. Applications should be sent by email to minee@arthritisaction.org.uk. Candidates must be eligible to work in the UK. Please note that only short-listed candidates will be contacted.

Applications should be received by **11:59pm on Thursday 10th September 2026** at the latest. First-round interviews will take place by Zoom on Thursday 17th September 2026. Second-round interviews will take place in the London office on Monday 21st September 2026.

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert ahead of the deadline should we receive a sufficient number of applications.

Arthritis Action is an equal opportunities employer. We treat employees and job applicants in the same way regardless of age, disability, marital status, gender reassignment, race, colour, nationality, ethnic origin, sexual orientation, religion or belief.