

Patient Engagement & Programme Officer

Prostate Cancer Research



Prostate
Cancer
Research

pccr.org.uk

Working hours: Full Time – 35 hours per week

Salary: £33,500.00 per annum

Team: Patient Projects and Influencing

Location: Hybrid / Remote Working Available

Contract: 24 Months Fixed Term (with the possibility of extension)

Line Managed By:

Job Description

Prostate Cancer Research is seeking a highly organised and proactive Patient Engagement & Programme Officer to support the delivery of several key patient-focused initiatives, including the infopool and Prostate Progress.

This role will sit within the Patient Projects team, providing operational, administrative, and patient engagement support across a range of programmes designed to support and empower men affected by prostate cancer.

The postholder will play a critical role in ensuring the smooth delivery of patient communications, programme logistics, digital resource management, and recruitment support for the national Prostate Progress research platform.

The role will be split approximately 50% supporting Prostate Progress recruitment and patient engagement activities, and 50% supporting wider programmes.

The ideal candidate will be:

- Highly organised with strong administrative skills
- Comfortable managing multiple priorities
- Confident communicating with patients in a professional and empathetic manner
- Digitally confident and comfortable managing web platforms and analytics tools
- Detail-oriented with strong record keeping and data management skills
- Proactive and able to work independently within a hybrid team environment

Desirable experience includes:

- Experience working in healthcare, research, or charity sectors
- Familiarity with CRM systems, website CMS platform Drupal, and online analytics tools such as Google Analytics and Hotjar
- Experience handling customer or patient enquiries

Key Responsibilities

Prostate Progress – Patient Recruitment & Support

Providing support to patients and participants, particularly during the upcoming national recruitment campaigns delivered with NHS DigiTrials.

Responsibilities would include:

- Managing and triaging incoming emails and phone enquiries from patients responding to recruitment invitations or having issues using the platform
- Responding to patient queries using approved FAQ materials and support documentation
- Escalating complex queries or complaints to appropriate internal teams
- Liaising with our technical support team to resolve participant platform issues and triaging issues accordingly
- Supporting the development and refinement of participant support materials and FAQs
- Maintaining clear records of common issues, feedback, and participant concerns
- Supporting on the development and delivery of Prostate Progress' engagement and stewardship plan, ensuring they receive regular communications which maximise engagement and ensure retention
- Ensuring all communications provide a professional, supportive and patient-centred experience

Additional helpful responsibilities could include:

- Monitoring recruitment engagement metrics and identifying emerging support issues
- Flagging trends in patient questions that may require updated communications
- Supporting participant follow-up communications where appropriate

The infopool

Supporting the Head of Health Information in maintaining and improving the infopool, PCR's digital patient information platform.

Responsibilities would include:

- Managing routine website administration, including:
 - Checking links
 - Updating resources
 - Uploading new content and materials
- Ensuring patient resources remain accurate, current and accessible
- Supporting the administration of Google Analytics and Hotjar surveys
- Assisting with analysis of website usage data and patient feedback
- Analysing simple infopool survey feedback data coming from three clinical sites. Liaising with the clinical teams to ensure that they have all the materials they need. Supporting the maintenance and organisation of resource libraries and toolkits

- Assisting with preparation for our annual Patient Information Forum (PIF) TICK reaccreditation. Ensuring that documentation is up to date, all clinician sign-offs are complete and accreditation forms are submitted on time.
- Processing invoices – sending to finance and completing budget sheets.
- Working with other teams to identify opportunities to use infopool patient stories more widely, including supporting case study development and ensuring appropriate permissions are obtained for reuse across PCR activities.

Programme Administration & Operations

Providing operational and administrative support to the wider Patient Projects team.

The responsibilities would include:

Financial & Reporting Support

- Processing invoices and submitting them to finance
- Logging expenditure accurately within programme budget trackers
- Supporting end-of-month reconciliation and reporting checks

Materials & Resource Management

Supporting the Senior Programme Manager in:

- Managing stock levels for printed materials and patient resources
- Coordinating ordering and reprinting of materials
- Monitoring and maintaining inventory
- Responding to general materials queries

Administrative Coordination

- Maintaining and updating the hospital adoption tracker
- Supporting shared inbox queries where required
- Providing administrative support across the Patient Projects team

Event & Conference Support

Supporting the Senior Programme Manager and Health Equity Manager with PCR's presence at conferences, meetings, and events and organisation of patient workshops and focus groups.

Responsibilities may include:

- Coordinating logistics for event materials and shipments
- Researching and booking suitable venues for workshops and arranging refreshments.
- Arranging online focus groups – liaising with patients and sending out pre-group materials.
- Processing patient expenses following focus groups and workshops.
- Booking courier collections and managing delivery returns
- Researching and booking suitable accommodation near conference venues

- Supporting preparation of materials for events and exhibitions
- Providing on-site support when required, including:
 - Setting up conference stands
 - Managing printed materials and stock
 - Supporting delegate sign-ups
 - Directing queries to appropriate team members
 - Taking minutes at workshops and focus groups.

How To Apply

Please apply by submitting your CV and a short supporting statement (maximum 600 words) outlining why you would like the role and why you think you'd be a good fit, giving examples of previous experience.

There will be a two-stage interview process. The first interview will be online, and the second will be an in-person interview at our offices in London.

For more information about the role, please contact our Health of Health Information, Sara Nelson for an informal chat at careers@pcr.org.uk or our office number, 020 3735 5444.

For more information about our organisation, visit the Prostate Cancer Research website: [Home - Prostate Cancer Research](#)

The Prostate Progress webpage: [Prostate Progress - Prostate Cancer Research](#)

And the PCR online patient resource, [The Infopool: Home | Infopool](#)

PCR is an equal opportunity employer committed to diversity and inclusion. We welcome applications from all qualified individuals regardless of their race, gender, disability, religion/belief, sexual orientation, or age.