



Patient Information and Involvement Lead

Job Description

Key Information

Location: Our office is in central London at the Royal College of Surgeons and we operate hybrid working arrangements (at least 1 day to be spent in the office).

Contract: Permanent, part time 3 days a week

Salary: £40,000 FTE, £24,000 PT

Reports: Head of Education

Annual leave: 25 days annual leave FTE, plus bank holidays and normally days off between Christmas and New Year

Benefits: Fantastic pension scheme with a minimum 16% contribution from the organisation

Opportunities for hybrid and flexible working arrangements to help balance work and personal commitments, as deemed reasonable.

Role description

The Patient Information and Involvement Lead is responsible for managing the Association's approach to high-quality, evidence-based patient information and meaningful patient involvement. You will work closely with the BAUS Trustee for Patient and Public Involvement, the Chair of the BAUS Patient Information Reader Panel, Nexus Healthcare Education and the BAUS Clinical Sections to ensure that a robust framework is in place for the creation and review of BAUS patient information, including patient involvement and user testing. A core aspect of the role is overseeing and maintaining compliance with the Patient Information Forum (PIF) TICK quality mark, ensuring that all patient information meets the PIF TICK principles and demonstrates best practice in co-production, accessibility, and governance.

Responsibilities

Day to day activities:
PIF TICK Management and Governance

- Act as the organisational lead for the PIF TICK quality mark.



- Manage the PIF TICK application, renewal, and re-accreditation processes, including evidence gathering, submission and responding to feedback.
- Maintain systems, documentation, and audit trails to demonstrate ongoing compliance with the PIF TICK principles.
- Monitor changes to PIF TICK requirements and ensure organisational policies and processes remain aligned.

Patient Information Quality and Assurance

- Oversee the development, review, approval, and publication of patient information materials across multiple formats (print, digital, multimedia).
- Ensure all patient information is accurate, evidence-based, up to date, and written in plain English.
- Embed robust review cycles, version control and sign-off processes for patient information.
- Champion accessibility, health literacy, and inclusive design, including compliance with accessibility standards.

Patient and Public Involvement (PPI)

- Facilitate meaningful patient and public involvement in the creation and review of patient information.
- Build and maintain relationships with patients, carers, and community groups to support co-production.
- Ensure feedback from patients and the public is systematically captured, analysed and used to improve information quality.

Stakeholder Engagement and Training

- Provide expert advice and guidance to internal teams on patient information standards and PIF TICK requirements.
- Deliver training and support to staff and contributors involved in producing patient information.
- Act as a key point of contact with the Patient Information Forum and other relevant external stakeholders.

Strategy, Reporting and Continuous Improvement

- Contribute to organisational strategies related to patient engagement, information quality, and shared decision-making.
- Produce reports, updates, and assurance papers for senior leadership and governance groups.
- Identify risks, gaps, and opportunities for improvement in patient information and involvement practices.



Person specification

Experience and Skills:

Essential

- Proven experience working with patient information, health communications or public involvement in a health or social care setting.
- Demonstrable understanding of the PIF TICK principles and quality assurance processes (or strong experience with comparable quality marks or standards).
- Excellent written and verbal communication skills, with the ability to translate complex information into clear, accessible content.
- Strong organisational skills and the ability to manage multiple projects and deadlines.
- Experience of working collaboratively with a wide range of stakeholders, including patients and the public.

Desirable

- Knowledge of health literacy, accessibility standards, and inclusive communication.
- Experience of co-production methodologies and patient engagement best practice.
- Experience managing governance processes, audits or accreditation frameworks.
- Understanding of the NHS, charity, or wider health and care sector.

Personal Qualities:

- Commitment to patient-centred care and meaningful involvement.
- High attention to detail and commitment to quality.
- Proactive, collaborative, and solution-focused approach.
- Confidence to challenge constructively and champion best practice.

Equal Opportunities Statement

We are committed to fostering an inclusive workplace where diversity is valued and everyone is treated with dignity and respect. We welcome applications from people of all backgrounds and actively promote equality of opportunity in our recruitment and employment practices.

NOTE: This job description is not intended to be all-inclusive. Employees may be asked to perform other related duties as negotiated to meet the on-going needs of the organisation.