

## Job Description

<b>Post</b>	Patient Information Manager (permanent, full-time)
<b>Job Ref</b>	S/26
<b>Location</b>	Edinburgh/flexible
<b>Department</b>	Lived Experience and Clinical Practice
<b>Reporting to</b>	Head of Lived Experience
<b>Responsible for</b>	Senior Patient Information Officer x 2, Information Events Coordinator

### Job Summary

Patient information is critical for all those affected by myeloma and its related conditions. So, this role is crucial for us to provide accurate, empathic and timely information to people affected by myeloma and related conditions. This position is a rewarding opportunity to lead, develop and diversify the range and type of patient information that Myeloma UK already produces. Our information covers a wide range of topics from diagnosis, treatment and care, through to living well with myeloma and related conditions. Information is available both online and in print, and in other formats such as videos. The role offers an exciting opportunity for the post holder to work with a range of stakeholders and topics.

This role also involves managing our information events team, who hold digital and in person events for those affected by myeloma. The content for these events is generated by the Patient Information team, working with a variety of healthcare professionals to review.

As a member of the Lived Experience and Clinical Practice directorate, the Patient Information Manager will contribute to the delivery of the organisation's strategic, operational and departmental plans.

#### Key Deliverables

##### Patient Information

- Oversee the quality of all information produced by the Patient Information team. Ensure all resources are based on the most recent and high-quality research and knowledge, cover a wide range of lived experience, and are designed, developed and presented in an accessible manner
- Ensure all information is created and updated according to recognised standards, in compliance with internal brand requirements and external quality standards. Responsible for final sign off on all information products

- Ensure Myeloma UK's Myeloma Matters and AL Amyloidosis Matters magazines are produced to a high editorial standard and are engaging, accessible and clinically accurate
- Oversee the recruitment and stewardship of the Patient Information Panel to review and assist in shaping our work

### **Information Events**

- Lead the delivery and development of the events team, ensuring excellent governance, high quality and continuous improvements that reflect the needs of the myeloma community
- Work with the events coordinator to plan the programme, publicity and speakers for all information events
- Lead on the creation of speaker content for both digital and face to face events

### **Leadership and Line management**

- Lead operational planning and budgeting for the team, with the oversight of the Head of Lived Experience
- Track operational and budget measures throughout the year, completing reporting metrics and implementing changes as necessary
- Develop and implement methods to evaluate the impact of our information and monitor performance
- Work with the Communications and Brand team to expand our audience reach and implement strategies to disseminate our information
- Represent Myeloma UK at relevant external meetings and conferences

Line management responsibilities will include:

- Managing and motivating all direct reports
- Coaching, mentoring and supporting the team to enable them to perform to the highest standard to contribute towards achievement of organisational goals and objectives
- Effectively managing team performance, including carrying out annual appraisals and performance reviews within organisational timescales

- Identifying appropriate learning and development opportunities for individual and team development
- Managing team absences and always ensuring appropriate levels of cover

### **General**

Continuous improvement, developing skills, adhering to organisational quality standards, and teamwork underpin all roles at Myeloma UK.

General responsibilities include:

- Adopt the Myeloma UK principles of quality management
- Be attentive to and implement organisation brand and style guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Act as a source of information and support to colleagues throughout the organisation
- Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- This role will require some essential travel throughout the UK; therefore, the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

## Person Specification

Area	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Educated to degree level in a life science/medicine related subject</li> <li>• Substantial experience of writing and producing information materials for a range of audiences including patients</li> <li>• Broad experience of writing information for different media channels (online, in print and social media)</li> <li>• Experience of reviewing others' work and giving feedback</li> <li>• Experience of producing information that meets PIF TICK criteria or similar quality standards</li> <li>• Experience of monitoring and evaluating projects</li> <li>• Leadership and/or line management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of writing information materials for healthcare professionals</li> <li>• Experience of working directly with patients, family members, carers and healthcare professionals</li> <li>• Experience of organising and attending information events e.g. seminars</li> <li>• Budget management, planning and reporting experience</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• The ability to convey complex information in both professional and layman's terms</li> <li>• The ability to translate complex medical information into accessible language for patients and the public</li> <li>• Knowledge of the stages involved in producing information including research, writing, external review and liaising with designers</li> </ul>	<ul style="list-style-type: none"> <li>• Cancer awareness and knowledge</li> <li>• Familiarity with short surveys and basic analysis of qualitative and quantitative data</li> <li>• Knowledge of the PIF TICK accreditation process</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent writing, copy editing and proofing skills (English)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Strong project management skills</li> <li>• Excellent attention to detail and high level of accuracy</li> <li>• Ability to research new topics and identify key information</li> <li>• Demonstrable IT skills</li> <li>• The ability to liaise with a range of internal and external stakeholders effectively e.g. collaborate with healthcare professionals to ensure accuracy and relevance of information</li> </ul>	
<p><b>Personal</b></p>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills, with a compassionate approach to patient support</li> <li>• Self-motivated and able to work independently</li> <li>• Dedicated team player</li> <li>• Desire to continuously learn and build specialist knowledge</li> <li>• An ability and willingness to work out of the office across the UK as required</li> </ul>	

## Terms and Conditions

<b>Post</b>	Patient Information Manager (permanent, full-time)
<b>Salary</b>	£42,236 - £45,655
<b>Probation period</b>	Three months
<b>Hours of work</b>	<p>The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme and details will be provided by the Head of HR and Operations.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.</p>
<b>Holidays</b>	Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays.
<b>Pension scheme</b>	Myeloma UK complies with its auto-enrolment obligations and offers a 7% pension contribution to all staff.
<b>Premises</b>	Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG.