



# VACANCY PACK

Join us as we lead the search for a cure.



Registered with  
FUNDRAISING  
REGULATOR

**ALZHEIMER'S  
RESEARCH UK** **FOR A  
CURE**



## WELCOME TO ARUK

If nothing changes, one in two of us will be directly affected by dementia – either by caring for someone with the condition, developing it ourselves, or both. Alzheimer’s Research UK exists to change that.

As the UK’s leading dementia research charity, we’re working to revolutionise the way we treat, diagnose, and prevent dementia. But we won’t stop there. We will keep going until we find a cure.

### **Working for Alzheimer’s Research UK, you can be part of a team that is:**

- Funding world-leading research into dementia across the UK and beyond. Our Research Network brings together nearly 3,000 dementia researchers, to share ideas, collaborate and accelerate our search for a cure.
- Providing information about dementia to people affected and their families.
- Helping to improve understanding about dementia and the potential for research to cure the diseases that cause it.
- Campaigning to keep dementia research on the political agenda and working to ensure government funding for research is a priority.
- Building a social movement behind our cause, inspiring thousands of people to stand with us to find a cure.
- Providing operational support to enable the charitable objectives to be met.

Alzheimer’s Research UK is a fantastic place to work. Our pioneering spirit is reflected in the energy and drive of our employees. As CEO, I am extremely privileged to lead exceptionally talented and passionate teams who have the ambitions and determination to create a world free from dementia. We exist for a cure and, together, we will change lives.

*Hilary Evans-Newton.*

Hilary Evans-Newton  
Chief Executive



**Inclusive  
Employers  
Standard**  
Silver  
Accreditation 2024





# HEALTH INFORMATION OFFICER

# JOB DESCRIPTION

## Main Purpose of the Role

Are you a great communicator, passionate about helping people? Well-organised, with a keen eye for detail?

The Information Services team at Alzheimer's Research UK is responsible for providing information about dementia and dementia research to the public. The team operates the charity's Dementia Research Infoline and produces and disseminates health information booklets and other resources. The team also has responsibility for promoting research involvement to the public, actively helps people to take part in studies and support the NHS service Join Dementia Research.

We are looking for a confident, friendly and proactive person to join us as an **Health Information Officer**. Alongside other officers provide day-to-day operation of the Dementia Research Infoline, answering questions from the public with about dementia, dementia research and about opportunities to get involved in research. Reporting to the Information Services Manager, the Information Officer will also play a key role in maintaining the relationship of the partnership between Alzheimer's Research UK and Join Dementia Research, support in the delivery of outreach projects to underserved audiences and help with the updating and production of the charity's dementia health information resources.

## Key Responsibilities

### **Day-to-day delivery of the Dementia Research Infoline by responding to public enquiries and providing accurate, responsible and helpful information to the public.**

- Acting as the first point of contact for Dementia Research Infoline callers, providing information over the phone about dementia and dementia research, as well as signposting to other organisations. Note – the Infoline does not provide counselling or medical advice.
- Responding to Dementia Research Infoline enquiries by letter, social media and email.
- Registering people to Join Dementia Research, via the telephone and via paper registration form. This involves processing and recording volunteer health information and ensuring data is up-to-date and contact with registrants maintained appropriately.
- Supporting existing volunteers on Join Dementia Research, with tech issues, keeping their data up to date, and discussing opportunities to take part in research.
- Average enquiry volumes are around 5-10 per day per officer and can be up to 30 minutes long.
- Maintaining an up-to-date and evidence-based library of responses to common health and research enquiries relating to dementia.

### **Promoting to the public the importance of participation in research and acting as an entry-point for the UK research register, Join Dementia Research and other ways to take part in research.**

- Discussing with the public, through the Dementia Research Infoline, the different ways people can get involved in research and the types of studies looking for volunteers.
- Managing the confidential handling of personal data.
- Finding ways to promote taking part in research to internal and external audiences, with a focus on reaching underserved audiences.

**Creation and dissemination of health information**

- Writing and updating evidence-based health information materials in line with inhouse standards and processes, including engaging and accessible materials in print, web and other formats.
- Liaising with expert and lay user reviewer volunteers.

**Raising awareness of dementia research in underserved communities**

- Assisting in the dissemination of information and resources to underserved communities.
- Looking for opportunities to raise awareness in hard-to-reach audiences.
- Embedding inclusive practices throughout the work delivered by the Information Services team.

**Additional Ad-Hoc Responsibilities:**

- Making contributions to articles on Alzheimer's Research UK website.
- Contributing to staff Q&A sessions.
- Attending conferences and supporting wider work of The Information and Involvement department.
- Speaking at events and representing the charity in the community, as appropriate.
- Undertaking any other relevant duties and projects delegated by the Information Services Manager in line with the responsibilities of the post.

# PERSON SPECIFICATION

## Knowledge, skills and experience needed:

### Essential:

- Science graduate or equivalent level of education (biomedical or biological subject).
- Experience of discussing health or research with the public.
- Experience of writing complex health information in a simple and accessible way.
- Knowledge of dementia.
- Appreciation of the emotional impact of dementia on individuals.
- Resilience for dealing with occasional challenging calls.
- A sensitive and patient phone manner.
- A confident, friendly and professional attitude; would feel at ease representing the charity to a range of audiences.
- Willingness to work flexibly within a small team to ensure core Infoline hours (9am-5pm) are covered.
- Strong written communication skills.
- Willingness and ability to travel independently in the UK occasionally and to work outside of regular office hours when needed.

# EMPLOYEE BENEFITS

Alzheimer's Research UK would not be able to achieve its vision or accelerate progress towards a cure without the talent and dedication of its employees. It is therefore important to offer a range of benefits which are designed to meet both the organisational and individual needs, are market competitive and designed to attract and retain employees.



## Holiday Entitlement

Employees receive 29 days holiday per annum, plus the Statutory Public Holidays. For every 3, 6 and 9 years worked, employees will receive 1 additional day's leave. There is also the option to buy up to 5 additional days holiday per year or carry over 5 days holiday to the following year. This holiday entitlement is pro-rated for new starters and part-time employees.



## Healthcare

Employees are offered **Private Medical Insurance**, a **Health Cash Plan**, **Life Insurance** and **Income Protection**. Our **Employee Assistance Programme** provides employees and their family members additional support on problems which may be impacting their work/home life, health and wellbeing and is available 24 hours a day, 365 days a year.



## Sick Pay

We offer enhanced Company Sick Pay, where employees receive their normal pay for up to 13 weeks (65 days) of absence through illness in any rolling 12-month period. This is pro-rated for part-time employees.



## Pension

Subject to the eligibility criteria, employees are enrolled in our pension scheme but can opt out if they so wish. The charity contributes 5% and employees contribute a minimum of 4%.



## Cycle to Work Scheme

Employees can purchase a commuter bike, clothing and accessories, whilst spreading the cost over a 12-month period and making savings through a tax break.



## Family Friendly Policies

Our Family Friendly Policies have been designed to support employees by offering different types of leave that may be taken. Subject to the eligibility criteria, we also offer enhanced pay.



## Learning and Development

My Learning, Our Breakthroughs programme has been designed to enable employees to develop their skills, knowledge and behaviours, add value and drive organisational success.



## Electric Vehicle Scheme

Employees can lease an electric vehicle via a Salary Sacrifice Scheme. This includes 4,000 free miles of charge, charger, insurance, servicing, tyres, maintenance and breakdown all in one monthly payment.



## TERMS OF APPOINTMENT

**Contract Type:** Fulltime, Permanent  
**Salary:** Circa £32,000 per annum  
**Working Hours:** 35 hours per week

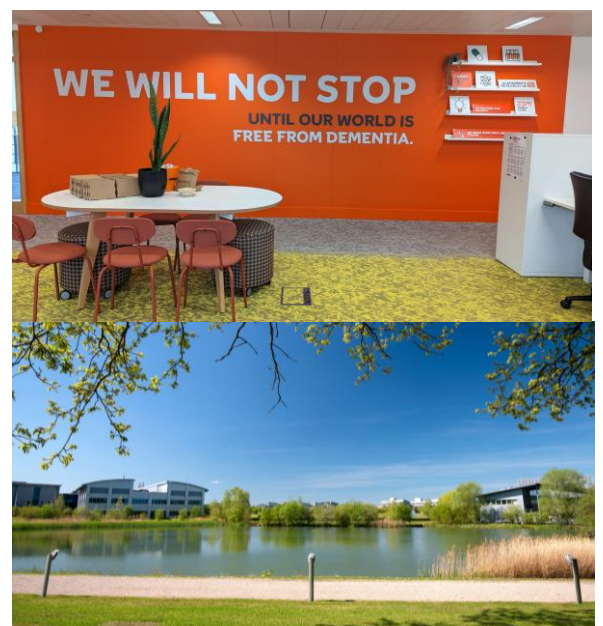
**Ways of working:** As part of our Agile ways of working, you will be required to work approximately 2 days a week from the office, which is subject to the requirements of the role and the business needs. Flexibility on where you work can be split between working from home and our office. Roles that are classed as part of the Agile ways of working are not able to claim any costs for Mileage/Travel on Public Transport, Accommodation and/or Meals. This includes when attending the office for various meetings/events.

## OUR OFFICE

Our office is at 3 Riverside, Granta Park, Great Abington, Cambridge, CB21 6AD.

Granta Park sits next to the River Granta and has its own lake and three woodland walks. It is home to a variety of wildlife and has a range of amenities to provide a convenient work-life balance, including Nuffield Health Fitness & Wellbeing Centre and a restaurant.

There is a good public transport system with a frequent bus and train service from the city centre and surrounding areas, along with a commuter bus service which picks up from both Cambridge Train Station and Whittlesford Parkway Station. The park also offers a free car sharing scheme and free parking.





## HOW TO APPLY

We value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively encourage applications from people of all backgrounds and cultures, particularly from those in the global majority, those with disabilities, men and those from the LGBTQIA+ community. Any offer of employment is however subject to you having the right to work in the UK.

As part of our commitment to being an inclusive employer and ensuring fairness and consistency in our selection process, we will handle your CV and application with the utmost confidentiality. Should you require any adjustments at either the application or interview stage, please contact us at [recruitment@alzheimersresearchuk.org](mailto:recruitment@alzheimersresearchuk.org).

To be considered for this role, please create an online account using our Online Recruitment Platform, via your desktop or mobile device, which can be accessed through our [Job Vacancies page](#).

Once you have created your online account, you will be able to apply for this role, and can attach your CV. You will also be able to track your application, view other vacancies and sign up for future job alerts.

Your supporting statement should summarise the following:

- Why you are interested in applying for the role.
- How your skills, knowledge and experience meet the requirements of the person specification

The closing date for applications is 31<sup>ST</sup> May 2026, with interviews being arranged once shortlisting has been completed. We would encourage you to submit your application at the earliest opportunity, as on occasion we may have to bring forward the interview date and/or the closing date based on the needs of the business. Although a possibility, this will only happen in exceptional circumstances. Please indicate in your covering letter if you are unable to attend an interview on a certain date.

## GENERAL DATA PROTECTION REGULATIONS (GDPR)

CVs will be kept by Alzheimer's Research UK in line with the General Data Protection Regulations. Although we will endeavor to consider previous or speculative applications where possible, due to the number we receive, we encourage you to regularly view our website for upcoming opportunities and sign up for future job alerts.

## TESTING POLICY

[Animal Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our animal testing policy at ARUK.

[Stem Cell Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our Stem Cell testing policy at ARUK.