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| **Post:** | **Health Improvement Coordinator** |
| **Location:** | Hybrid (a mixture of homeworking and minimum of 40% in the office in Leeds) |
| **Contract:** | Full-time; 34.5 hours per week; *this post will require some evening and weekend work for which flex time off will be given* |
| **Reports to:** | Health Improvement and Research Manager |
| **Direct Reports:** | None |
| **Band:** | B |
| **Last Reviewed:** | December 2024 |

**Purpose of Role:**

At Epilepsy Action we are committed to creating a world without limits for people affected by epilepsy. All our roles contribute to achieving our ambition.

The Health Improvement Coordinator will support colleagues in the Health Information and Influencing team to coproduce resources, build networks within research and healthcare, and create, organise and complete projects in research and quality improvement.

This will involve building and maintaining networks, identifying and engaging with underrepresented groups, supporting our advisory panels, building and maintaining relationships with project collaborators, and maintaining comprehensive records for research and quality improvement projects.

**Accountabilities:**

* Build networks within research, health and social care to identify needs, gaps, opportunities for collaboration and partnerships.
* Build and maintain relationships within research and industry to promote the patient voice within those areas, and to generate income.
* Engage with our advisory panels and wider volunteers and supporter groups to identify the experiences and needs of underrepresented groups, and champion their voice within projects and campaigns.
* Support research and quality improvement projects from inception to completion, including tracking progress against milestones, monitoring invoices and income, and keeping accurate and up to date records of meetings, collaborator details and progress.
* Work with internal and external stakeholders to ensure projects remain on track and deadlines are met.
* Develop and maintain good professional relationships within academia, the NHS, and industry.
* Updating the CRM with relevant details of collaborators and external stakeholders.

**Responsibilities:**

**Strategy and organisational development**

* Responsible for contributing to the development of team and departmental plans and taking an active role in delivery in achieving the wider organisational objectives.
* Positively and proactively engages with organisational change.
* Responsible for monitoring projects within agreed parameters and with support and supervision.
* Supporting us to develop an inclusive organisation by empowering and facilitating underrepresented groups to share their voice and experiences
* Completion of relevant data processing; data entry, data review, and data monitoring on the organisations systems, including the CRM.

**Project Support**

* Maintaining up to date and accurate records for all research and quality improvement projects.
* Support budget management within HII by monitoring income and expenditure.
* Creating accurate records of meetings and communications.
* Organising and facilitating relevant meetings and events for research and quality improvement projects.
* Identifying potential opportunities for collaboration by developing and maintaining positive stakeholder relationships.
* Keeping the CRM updated with contact details of stakeholders and records of communications.

**Project Management Support**

* Responsible for supporting the end to end project management process for research and quality improvement initiatives across academia, industry and health and social care.
* Assist with collecting data, evaluating and reviewing projects to identify outcomes and outputs, including return on investment and reach and impact.
* Input into relevant impact and project reports.
* Coordination of meetings and events that fall within the scope of any planned projects.

**People and Resources**

* Responsible for supporting the organisations volunteer strategy including supporting and supervising volunteers.
* Operating within agreed budgets.

**Governance and Risk**

* Responsible for engaging with partners and others in the organisation to identify areas of risk.
* Completes all aspects of the role in line with the relevant policies, procedures and legislation including GDPR and Safeguarding.
* Ensure all work is accessible and that the charity’s commitment to diversity, inclusion and equal opportunities is planned into all work in a relevant and effective manner.
* Completion of relevant complex data processing including data entry, data review and data monitoring and some analysis relevant to the role or area of specialism.
* Supervised to improve working practices and procedures to mitigate risks or problems.

**Stakeholder Relationships**

* Required to work with internal and external stakeholders and will be responsible for managing some key stakeholder relationships.
* Building and maintaining key stakeholder and collaborator relationships within academia, the NHS and industry.

**Key Relationships**

* Researchers and research support staff
* Advisory panels and volunteers
* Epilepsy Specialist Nurses
* Neurologists
* Industry partners
* Epilepsy Research Institute
* Related charities

**Other**

* Expected to have or gain an understanding of epilepsy.
* Completing any other duties relevant and appropriate to the role

**Person Specification:**

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|  |  | **Essential** |  | **Desirable** |
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| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * Experience working in a support or administrative role. * Experience of building relationships with internal and external stakeholders. * Experience of successfully developing and managing administrative systems. * Experience of using applications such as Word and Excel in a work environment. * Experience of working inclusively with people from a wide range of backgrounds. * Experience of working with or as a volunteer. |  | * Experience of using customer relationship management systems (CRM). * Experience and/or qualification in project management. * Experience gathering input from diverse stakeholder groups and representing those views in wider discussions. |
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| **SKILLS & ABILITIES** |  | * Digitally aware and able to use the relevant digital tools for the role. * CRM engagement – data processing and data analysis skills in order to review information relevant to the role. * Ability to prioritise workload, ensuring deadlines are met. * Capable of working within a team as well as on own initiative. * Confidence in dealing with people at all levels and from all backgrounds. * Capable of working with internal and external stakeholders and managing positive relationships. * Good digital skills and able to use a CRM and other relevant digital platforms. |  | * Communicating ideas and plans in a detailed manner. * Creating and maintaining project management/ tracking systems. |
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| **VALUES & ATTITUDE** |  | * Committed to ensuring people who work with us or who use our services have a positive experience and receive quality services and information. * Evidence of a high level of personal discretion and integrity and the ability to maintain confidentiality. * Demonstrable commitment to our vision, aims and values. * Proactive approach to personal development and the updating of skills and knowledge. * Professional work ethic: honest, conscientious, self-motivated and reliable. * Willing to travel and work flexibly and outside core hours as service / team requires to ensure smooth running of the service. |  | GCHQ Disability Confident Leader - GCHQ.GOV.UKMindful-Employer-logo-768×314 – BrisDoc Healthcare Services  **Creating a world without limits for people with epilepsy!**  **We will make a difference by being:**  **Ambitious 🞟 Inclusive Empowering 🞟 Supportive** |