



Action for
Pulmonary
Fibrosis

Head of Support Services

Charity Commission England & Wales Registered Charity Number: 1152399
Scottish Charity Regulator Number: SC050992

actionpf.org

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Job description

Job title:	Head of Support Services
Location:	Hybrid role, with attendance at the charity's Peterborough office for team meetings, collaboration and other key activities, typically on a quarterly basis, alongside travel to meetings, events and partner sites as required.
Salary:	Band 5: Head – Indicative salary range: £50,000–£59,000.C
Hours:	Full-time, 37.5 hours per week.
Reports to:	Director of Services and Support
Direct Reports:	Three direct reports – Current titles are: • Senior Support Line Officer • Senior Support Group Delivery Officer • Senior Community Support Group Relationship Officer
Directorate:	Support Services
Departments:	Support Line, Support Networks and Volunteering

About Action for Pulmonary Fibrosis

Action for Pulmonary Fibrosis is the UK's leading charity for people affected by pulmonary fibrosis. We provide trusted support and information, campaign for better care, raise awareness, and fund research to improve lives and bring hope for the future.

We are rooted in the lived experience of people affected by pulmonary fibrosis and work closely with families, carers, clinicians, researchers, volunteers and supporters.

Our work is guided by our values: compassionate, expert, bold and collaborative.

APF is entering an ambitious period of growth through its five-year strategy. We are focused on expanding support, transforming care, accelerating research, strengthening our foundations and growing sustainable income so that no one faces pulmonary fibrosis alone.



Purpose of Role

The Head of Support Services will provide strategic and operational leadership for APF's patient-facing support services, including the Support Line, Support Networks and strategic volunteering activity.

A key priority will be to lead significant service development across APF's support offer. This includes revising the Support Group Network, drawing on team learning, survey insight, focus group findings and lived experience to develop a sustainable new offer, and working with the Support

Line team to develop a new delivery model that expands access to specialist support.

The postholder will ensure service development is evidence-led, inclusive, realistic and sustainable, with capacity, resources and priorities planned carefully. They will champion appropriate innovation and technology and work with clinical colleagues, external organisations, internal teams, volunteers and people affected by pulmonary fibrosis to strengthen APF's support offer.

Key responsibilities

Strategic Leadership and Service Development

- Lead the strategic direction, planning and continuous improvement of APF's patient-facing support services.
- Act as a key member of APF's Operational Leadership Group, contributing to cross-organisational planning, decision-making, risk management and delivery.
- Lead the revision of APF's Support Group Network, using team learning, survey insight, focus group findings and lived experience to design and implement a clear, sustainable and inclusive new offer.
- Review capacity, resources, roles and priorities across the Support Group Network to support delivery of the new model.
- Work with the Support Line team to develop a new delivery model that enables APF to expand access to specialist support.
- Drive innovation across APF's patient support offer, including appropriate use of technology and digital solutions to improve access, quality, efficiency and experience.
- Horizon scan for emerging needs, opportunities, partnerships and service models, using evidence, insight and evaluation to shape priorities and measure impact.
- Expand the reach, accessibility and impact of APF's support services, helping to ensure that no one faces pulmonary fibrosis alone.

Team Leadership and Management

- Line manage staff across the Support Line and Support Networks, setting clear objectives and supporting them to deliver high-quality work and develop in their roles.
- Create a supportive, inclusive and accountable team culture, with effective supervision, workload planning, prioritisation and collaboration.
- Ensure team members have appropriate guidance, training, systems and processes to deliver safe and consistent support.
- Provide strategic guidance for volunteering activity.

Support Line, Support Networks and Volunteering

- Oversee the delivery and development of APF's Support Line, ensuring it remains responsive, compassionate and appropriately governed.
- Oversee the development and sustainability of APF's Support Networks, supporting consistent standards, volunteer involvement and meaningful peer connection.
- Lead the next stage of APF's volunteering approach, developing safe, clear and effective ways for volunteers to contribute to APF's support offer.
- Ensure people affected by pulmonary fibrosis are meaningfully involved in shaping services and that services are accessible and inclusive of diverse communities.



Key responsibilities (continued)

Partnership Working and External Service Development

- Build strong partnerships with external organisations, clinical colleagues, healthcare professionals, community partners and other stakeholders to improve reach, access, quality and outcomes for people affected by pulmonary fibrosis.
- Lead or contribute to formal partnership arrangements, including service agreements, contracts, shared delivery plans and partnership governance where appropriate.
- Develop clear objectives, KPIs, reporting and review arrangements for partnership activity, including proportionate impact measurement and evaluation.
- Work collaboratively with partners to identify opportunities for innovation, digital development and new models of support.

Governance, Quality and Risk

- Ensure patient-facing support services operate within APF's safeguarding, data protection, confidentiality and organisational policies.
- Oversee appropriate service standards, risk management processes and escalation routes across the areas of responsibility.
- Ensure effective monitoring, evaluation and reporting on service activity, outcomes and learning, with clear records, policies and procedures.
- Work with colleagues to ensure health information, signposting and support activity are accurate, appropriate and aligned with APF's standards.

Budget and Resource Management

- Manage budgets for the Support Line, Support Networks and Volunteering, ensuring resources are used effectively and responsibly.
- Contribute to budget planning, forecasting and reporting.
- Identify resource needs and work with the Director of Support and Services to plan sustainable service delivery.

Fundraising and External Relationships

- Work with Fundraising colleagues to provide service insight, evidence, outcomes and information to support funding proposals and funder reports.
- Build and maintain positive relationships with colleagues, volunteers, healthcare professionals, partners and people affected by pulmonary fibrosis.
- Represent APF externally where appropriate, promoting the charity's support offer and approach.

Safeguarding and Compliance

APF is committed to safeguarding everyone we work with. This role will complete relevant safeguarding training and uphold APF's safeguarding, data protection and organisational policies.

The postholder will have particular responsibility for ensuring that patient-facing support services, volunteering activity and support network activity are delivered safely, consistently and in line with APF's policies and procedures. This includes appropriate escalation, confidentiality, consent, record keeping, risk management and support for staff and volunteers.



Person Specification

Essential Experience and Knowledge

- Significant experience of developing, redesigning or improving support, advice, information, helpline, community, volunteer or patient-facing services.
- Experience of leading service change, using insight, evaluation, user feedback or consultation to shape new models of delivery.
- Experience of reviewing capacity, resources and priorities to support sustainable service development.
- Strong experience of partnership working and service development with external organisations, including formal arrangements such as contracts, service agreements, KPIs, reporting and evaluation.
- Experience of impact measurement and using evidence and learning to improve services.
- Experience of managing staff, setting objectives and supporting team development.
- Experience of managing budgets and resources.
- Understanding of safeguarding, confidentiality, data protection and risk management in a service delivery context.
- Experience of working with volunteers, peer support groups, communities or people with lived experience.
- Understanding of the needs of people affected by long-term, serious or life-limiting health conditions.
- Experience of working collaboratively with internal teams and external stakeholders.

Essential Skills and Abilities

- Strong leadership and people management skills, with the ability to support, develop and motivate others.
- Ability to translate strategy into practical service plans and delivery.
- Excellent communication and relationship-building skills, including the ability to explain complex or sensitive information clearly and build trust with a wide range of stakeholders.
- Strong planning, prioritisation and problem-solving skills.
- Ability to use data, insight and feedback to improve services, develop practical KPIs, monitor progress and report clearly on delivery and impact.
- Good judgement, including the ability to manage sensitive issues and escalate concerns appropriately.
- Ability to work collaboratively across teams, including with fundraising and clinical colleagues.
- Commitment to inclusive, accessible and person-centred support.

Leadership Attributes and Approach

- Compassionate, calm and values-led.
- Collaborative and able to work across organisational boundaries.
- Confident in making decisions while knowing when to seek advice or escalate.
- Committed to continuous improvement, innovation and learning.
- Able to balance ambition for service growth with safe, sustainable delivery.
- Comfortable working strategically and operationally in a developing service environment.

Person Specification (continued)

Commitment to Role-Specific Ethics, Standards and Compliance

- Commitment to safeguarding, confidentiality and responsible handling of personal information.
- Commitment to involving people with lived experience in service development.
- Commitment to equitable, inclusive and accessible support.
- Commitment to maintaining high standards in patient-facing support services and responsible partnership working.

Desirable Experience

- Experience of working in a health charity, patient organisation, helpline, peer support or voluntary sector setting.
- Experience of working with clinical advisers, healthcare professionals or NHS stakeholders.
- Experience of supporting funding proposals, funder reports or service cases for support.
- Knowledge of pulmonary fibrosis or respiratory health.
- Experience of developing volunteering strategies, frameworks or programmes.
- Experience of digital service development or using technology to improve service reach, access or quality.

Diversity and Inclusion

At Action for Pulmonary Fibrosis, we are committed to promoting equity and inclusion. Pulmonary fibrosis does not discriminate, and neither do we. We believe that our team should reflect the diverse communities we serve.

We warmly welcome applications from all candidates, irrespective of age, disability, race, sex, pregnancy or maternity, gender reassignment, sexual orientation, religion or belief, or marital or civil partnership status.



Terms of appointment

Contract:	Permanent
Salary band:	Band 5: Head, £50,000–£59,000.
Pension:	Auto-enrolment. APF contributes 3%.
Holiday:	25 days plus 3 discretionary days at Christmas, plus bank holidays. Buy/sell leave scheme available..
Location:	Hybrid role, with attendance at APF's Peterborough office for team meetings, collaboration and other key activities, typically on a quarterly basis, alongside travel to meetings, events and partner sites as required.
Hours:	37.5 hours full-time. Flexible working is supported, with time off in lieu for agreed out-of-hours work.
Other benefits:	Flexible working policies, free gym membership at the Peterborough office, and life assurance.
Probation:	Three months.
Notice periods:	Two weeks on both sides during the probation period, extending to three months thereafter.

How to apply

Please submit a CV and a covering letter of no more than two pages outlining your suitability for the role and how

your skills and experience meet the requirements of the job description to our recruitment consultant at Harris Hill: Lizzy Clark.

Lizzy Clark: lizzy.clark@harrishill.co.uk

Please apply as soon as possible as applications are being reviewed on a rolling basis.

Interviews will be held on a rolling basis. First-stage interviews will take place virtually, with successful candidates invited to a second-stage interview at our Peterborough office.

Registered office:

Action for Pulmonary Fibrosis, Studio 8, Stuart House,
St John's Street, Peterborough, PE1 5DD



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