



Action for
Pulmonary
Fibrosis

Healthcare Professional Education and Engagement Manager

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

actionpf.org

Lizzy Clark
Director
Harris Hill Ltd
020 7820 7333
lizzy.clark@harrishill.co.uk
www.harrishill.co.uk

HarrisHill
charity recruitment specialists

Job description

Job title:	Healthcare Professional Education and Engagement Manager
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 3 – £34,000 to £37,500 per annum.
Hours:	Full-time, 37.5 hours per week. Flexible working is supported. Occasional evening or weekend work may be required, with time off in lieu.
Reports to:	Director of Services and Support
Direct Reports:	None
Directorate:	Services and Support
Department:	Services and Support

About Action for Pulmonary Fibrosis

Action for Pulmonary Fibrosis (APF) is the UK's leading patient charity for people affected by pulmonary fibrosis. We fund research, campaign for improved care, and provide trusted support and information.

Our ambition is bold, our focus is clear, and our work is driven by people living with pulmonary fibrosis. We are working to ensure that no one faces pulmonary fibrosis alone and that fewer lives are lost to this disease.

Purpose of Role

The Healthcare Professional Education and Engagement Manager will develop and coordinate APF's approach to healthcare professional education and engagement across the UK.

The postholder will build strong relationships with clinicians, nurses and other healthcare professionals and help develop a national programme of education, resources and engagement that responds to identified needs and supports improvements in pulmonary fibrosis care.

The role will act as a key coordination point for healthcare professional engagement across APF, helping to ensure relationships, communications,

insight and activity are joined up and aligned with organisational priorities.

Working closely with colleagues across Support Services, Research, Policy, Involvement and Communications, the postholder will help translate clinical insight and lived experience into practical education, resources and opportunities for collaboration.

The role will also support healthcare professional engagement with OneVoiceILD and APF's wider work to improve diagnosis, care pathways and outcomes for people affected by pulmonary fibrosis.



Key responsibilities

1. Healthcare Professional Relationships and Networks

- Develop and maintain positive relationships with clinicians, nurses and other healthcare professionals across the UK.
- Build APF's network of healthcare professional contacts in support of agreed organisational priorities and projects.
- Create opportunities for collaboration, shared learning and professional engagement.
- Support appropriate healthcare professional involvement in OneVoiceILD and other relevant APF initiatives.
- Coordinate communications with healthcare professional audiences, working closely with Communications colleagues.
- Represent APF professionally and credibly within respiratory and ILD networks.

2. Healthcare Professional Engagement Coordination

- Develop and maintain a clear and coordinated approach to healthcare professional engagement across APF.
- Act as a key internal coordination point for healthcare professional relationships and activity across Support Services, Research, Policy, Involvement and Communications.
- Help colleagues identify appropriate approaches to healthcare professional engagement.
- Maintain systems and processes to record relationships, engagement activity, interests and follow-up.
- Support consistent and purposeful engagement aligned with APF priorities.
- Share relevant insight and learning across the organisation.

3. Healthcare Professional Education

- Develop and coordinate APF's healthcare professional education offer in line with organisational priorities.
- Develop a blended programme which may include events, webinars, digital learning, practical resources and partnership activity.
- Identify priority audiences, including primary care, ILD specialists, respiratory professionals and nurses, and adapt approaches accordingly.
- Work with clinical experts, colleagues and people with lived experience to ensure education is evidence-based, relevant and accessible.
- Ensure education activity has clear aims, intended audiences and appropriate approaches to evaluation.
- Gather feedback and insight to improve the programme over time.
- Work closely with the Senior Education and Events Officer and other colleagues on the effective planning and delivery of healthcare professional education activity.

4. OneVoiceILD and Care Improvement

- Support the development of an appropriate healthcare professional offer within OneVoiceILD.
- Explore how healthcare professionals can engage with and contribute to OneVoiceILD, including the potential benefits of participation.
- Promote relevant OneVoiceILD activity within healthcare professional networks.
- Work with colleagues and external partners to support consistent standards of care and good practice.
- Identify opportunities to support earlier diagnosis, appropriate referral and improved care pathways.
- Contribute to the development of practical tools, resources and guidance that support improvement in pulmonary fibrosis care.

Key responsibilities (continued)

5. Insight, Evaluation and Organisational Learning

- Develop and maintain proportionate systems to record and understand healthcare professional engagement.
- Capture relevant clinical insight and ensure it is shared with colleagues where it can inform APF's work.
- Use data, feedback and engagement insight to improve education, partnerships and activity.
- Monitor emerging needs, issues and opportunities within the healthcare landscape.
- Track engagement and participation in education and professional activity.
- Contribute to reporting on reach, engagement, learning and impact.

6. Partnership Working and Internal Collaboration

- Work closely with Policy colleagues to connect clinical engagement with relevant influencing priorities.
- Collaborate with colleagues across Support Services, Research, Involvement, Communications and Fundraising where healthcare professional engagement supports shared objectives.
- Coordinate with the Senior Education and Events Officer on healthcare professional education, events and conference activity.
- Support cross-organisational projects where healthcare professional engagement is important.
- Build constructive relationships with relevant professional bodies, networks, charities and other external partners.
- Represent APF at relevant meetings, events and conferences.

7. Content, Quality and Accessibility

- Coordinate the development of high-quality, evidence-based healthcare professional education and engagement materials.
- Work with appropriate clinical and subject matter experts to support accuracy and quality.
- Ensure materials are clear, accessible and appropriate for their intended professional audiences.
- Support thoughtful and appropriate integration of lived experience into healthcare professional education and engagement.
- Ensure content and activity reflects APF's commitment to equality, diversity and inclusion.
- Maintain appropriate processes for reviewing and updating educational content.

Safeguarding and Compliance

The postholder will:

- Follow APF policies and procedures, including safeguarding, data protection, information governance, equality, diversity and inclusion, and health and safety.
- Handle personal, professional and health-related information appropriately and in accordance with APF procedures and relevant data protection requirements.
- Ensure healthcare professional education and information is developed using appropriate evidence, review and quality assurance processes.
- Recognise the boundaries of the role and seek appropriate clinical, safeguarding or senior advice where required.
- Ensure lived experience is used respectfully, appropriately and with relevant consent.
- Identify and appropriately escalate safeguarding, reputational, clinical information or other significant risks.



Person Specification

Essential Experience and Knowledge

- Experience of working with healthcare professionals, clinical stakeholders or professional audiences.
- Experience of developing, coordinating or improving programmes, projects or a new area of work.
- Experience of building and maintaining relationships with external stakeholders.
- Experience of planning or delivering education, training, professional engagement or related activity.
- Understanding of the UK healthcare environment and care pathways, ideally within the NHS.
- Experience of using data, feedback, CRM systems or other information to track activity and support improvement.
- Understanding of the importance of evidence-based, accurate and accessible health information.

Essential Skills and Abilities

- Strong relationship-building and stakeholder engagement skills.
- Confident communicator, able to work effectively with a range of professional audiences.
- Strong organisational and project coordination skills, with the ability to manage several priorities and workstreams.
- Able to establish clear and practical processes in a developing area of work.
- Able to translate complex clinical or technical information into clear and useful content.
- Able to use data, feedback and insight to strengthen activity and inform decisions.
- Able to work collaboratively across teams and organisational boundaries.
- Able to work proactively, use judgement and identify when an issue should be escalated.
- Confident using digital tools, databases and CRM systems.
- Commitment to equity, diversity and inclusion and to improving access to high-quality care and information.

Desirable experience

- Experience working in a health, patient-support, professional membership or charity setting.
- Experience developing healthcare professional education.
- Experience working with respiratory, ILD or other long-term condition services.
- Experience working with professional bodies, clinical networks or NHS partners.
- Experience coordinating conferences, webinars or professional events.
- Experience evaluating education or engagement programmes.
- Knowledge of pulmonary fibrosis or willingness to develop this knowledge.

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 3 - £34,000 to £37,500 per annum.
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 per week. Flexible working is supported, with TOIL for agreed out-of-hours work.
Other benefits:	Flexible working policies, free gym membership at Peterborough office, 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.

Deadline for applications: 7th October, the role may close early as Interviews will be held on a rolling basis as applications are received.

