

Role Profile and Person Specification**Role: Health Improvement and Innovation Lead**

Post:	Health Improvement and Innovation Lead
Location:	Hybrid (a mixture of homeworking and minimum of 40% in the office in Leeds)
Contract:	Full-time; 34.5 hours per week; <i>this post will require some evening and weekend work for which flex time off will be given</i>
Reports to:	Health Improvement and Research Manager
Last Reviewed:	November 2025

Purpose of Role:

At Epilepsy Action, we are committed to creating a world without limits for people affected by epilepsy. Every role in our organisation contributes to this vision — and our Health Improvement and Influencing Team plays a crucial part in driving the systemic change needed to make it happen.

As the Health Improvement and Innovation Lead, this role is at the heart of our mission to improve health outcomes and influence meaningful change across the epilepsy community. You will lead on identifying, developing, and managing innovative health improvement projects that make a tangible difference to people living with epilepsy by:

- Enabling and supporting research and quality improvement initiatives that drive better care and outcomes.
- Building professional networks within healthcare and research to strengthen collaboration and knowledge-sharing.
- Empowering the voices of people affected by epilepsy to shape and influence healthcare design, delivery, and research.

Through effective project management, coordination, and evaluation this role supports Epilepsy Action to remain at the forefront of health improvement and innovation by demonstrating real, measurable impact and lasting change for the epilepsy community.

Accountabilities:

- Project management of quality improvement initiatives.
- Ensuring projects are abreast of digital developments and in line with wider NHS strategic priorities.
- Line management of administration staff and matrix management of staff and volunteers working on research and quality improvement projects.

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- Volunteer supervision of the Lived Experience Volunteer group, including holding regular volunteer meet ups, providing regular volunteering tasks, and keeping them informed of our work.
- Building networks within research, health and social care to identify need, gaps, and opportunities for collaboration and partnerships working.
- Building and maintaining relationships within the NHS, research and industry to promote the patient voice within those areas, and to generate income.
- Supporting external research projects through facilitating Patient and Public Involvement, promotion of research opportunities, and providing expert input and guidance.
- Engaging with our advisory panels and wider volunteers and supporter groups to identify the experiences and needs of underrepresented groups, and championing their voice within projects and campaigns.
- Develop and maintain good professional relationships within academia, the NHS, and industry.
- Update and utilise 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 that delivery against the wider organisational objectives.
- Positively and proactively engage with organisational change.
- Responsible for managing projects within agreed parameters.
- Supporting the development of an inclusive organisation by empowering and facilitating underrepresented groups to share their voice and experiences.
- Completion of relevant data processing, including data review and data monitoring on the organisation's systems, including the CRM and Assemble.

Project Management and Support

- Maintaining up to date and accurate records for all research and quality improvement projects.
- Support budget management within the Health Improvement and Influencing team by monitoring income and expenditure.
- Organising and facilitating relevant meetings and events for research and quality improvement projects.
- Keeping the CRM updated with contact details of stakeholders and records of communications.

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- Lead on the management, monitoring and evaluation of the organisation's Epilepsy Technology Guide.
- Responsible for the end-to-end project management process for research and quality improvement initiatives across academia, industry, and health and social care.
- Ensuring projects are well managed, from inception to completion, including planning projects, tracking progress, monitoring invoices and income, and keeping accurate and up to date records of meetings, collaborator details and progress.
- Responsible for collecting data, evaluating and reviewing projects to identify outcomes and outputs, including return on investment, reach and impact.
- Create relevant impact and project reports.
- Coordinate meetings and events that fall within the scope of any planned projects.
- Matrix management of internal stakeholders involved in projects.

People and Resources

- Line management of the Health Improvement and Influencing Administrator, and relevant staff working on quality improvement projects
- Responsible for supporting the organisation's volunteer strategy including supporting and supervising volunteers in the Health Improvement and Influencing area
- Operating within and managing agreed budgets.

Governance and Risk

- Responsible for engaging with partners and others in the organisation to identify areas of risk.
- Complete 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 analysis relevant to the role or area of specialism.
- Improve working practices and procedures to mitigate risks or problems where needed.
- Complete relevant risk evaluation and management in line with each project

Stakeholder Relationships

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

Key Relationships

- Researchers and research support staff

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- Epilepsy Specialist Nurses
- Neurologists
- Other healthcare professionals and NHS staff
- Industry partners
- Lived Experience Volunteers
- Advisory panels
- 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

	Essential	Desirable
EXPERIENCE, KNOWLEDGE & QUALIFICATIONS	• Experience working in a project led or project management role • Experience of building relationships with internal and external stakeholders. • Experience of successfully developing and managing project management and administrative systems. • Experience of using applications such as Teams, 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.	• Line management experience. • Qualification in project management. • Experience working within healthcare, particularly in the NHS and quality improvement. • Experience working with academic researchers. • Experience supervising a volunteering team. • Experience gathering input from diverse stakeholder groups and representing those views in wider discussions. • Experience of using customer relationship management systems (CRM).
SKILLS & ABILITIES	• Communicating ideas and plans in a detailed manner. • Explaining complex ideas in a simple manner to a range of different audiences. • Creating and maintaining project management/ tracking systems. • Tracking project progress and reporting on outcomes • 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 own 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.	• Setting tasks, workload, priorities and objectives for others • Leading a team with members from across different organisations • Representing patient/service user views within a healthcare or research context
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.	Creating a world without limits for people with epilepsy! We will make a difference by being: Ambitious ♦ Inclusive Empowering ♦ Supportive

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- Desire to improve services for people affected by epilepsy.
- 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.

