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| **Post:** | **Health Information & Research Officer** |
| **Location:** | Hybrid (a mixture of homeworking and minimum of 40% in the office in Leeds) |
| **Contract:** | Permanent |
| **Reports to:** | Health Information Lead |
| **Direct Reports:** | None |
| **Band:** | C |
| **Last Reviewed:** | November 2023 |

**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 Information and Research Officer is responsible for producing high quality, evidence-based and easy to understand information about a range of epilepsy related issues. Including adopting a digital-first approach, to create online information in a range of formats.

The role is part of the Health Improvement and Influencing team, and will work closely with other parts of the organisation.

**Accountabilities:**

The key accountabilities of the post holder are:

* Ensuring our health information is kept up-to-date by undertaking scheduled information reviews, and also in response to new evidence
* Working to deadlines and ensuring writing tasks are delivered on time
* Supporting the Health Information Lead to deliver new writing projects
* Liaising with key stakeholders such as clinical experts and our information review panel
* Triangulating feedback across different teams and facilitating the co-production of our health information resources
* Staying up to date with current epilepsy-related research and policy changes
* Maintaining and developing knowledge and skills regarding health and digital literacy best practice

**Responsibilities:**

**Strategy and organisational development**

* Inputs into the development of team and department plans and takes a role in the delivery of service and information development
* Positively and proactively engages with organisational change
* Required to use the CRM and other systems to review a wide range of information and data
* Processing complex data, including data entry, review and monitoring consistently on agreed systems including the CRM.

**Content Production, Research and Review**

* Keeping up-to-date with epilepsy information and associated issues by continually researching and evaluating the latest evidence.
* Using expert literature searching skills to identify and appraise the latest epilepsy research around a given topic
* Evaluating and selecting appropriate references to support our health information, using reference management software to record and organise these.
* Translating complex medical information into language that is accessible for a lay audience, without compromising on clinical accuracy
* Writing epilepsy-related health information for different audiences and in different formats including webpages, printed booklets, and multimedia resources
* Writing and reviewing content according to our information production process and quality standards
* Supporting the Health Information Lead to maintain the writing schedule
* Supporting the maintenance of the information section of Epilepsy Action’s website up-to-date by reviewing content within agreed timescales
* Supporting the Health Information Lead with proof-reading and providing feedback on draft information
* Ensure all work meets Epilepsy Action’s quality standards; our external accreditation requirements; and complies with our corporate brand
* Ensure all work is accessible including the language and presentation of all content and information

**People and Resources**

* To deliver research and writing based projects within agreed parameters, with limited supervision and will be required to lead on projects in own area of expertise
* Responsible for supporting the wider organisations volunteer strategy and may have some responsibility for supervising staff and volunteers
* May be responsible for purchasing within pre-agreed budgets

**Governance and Risk**

* Responsible for specific areas of risk within area of work including data accuracy to maintain brand reputation
* Responsible for following the policies and procedures within the organisation
* Ensure all work meets the charity’s quality standards, complies with its corporate brand and with confidentiality, data protection, health and safety, equal opportunities and other legislation and established Epilepsy Action policies and procedures.
* 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.

**Stakeholder Relationships**

* Works closely with a range of internal and external stakeholders
* Communicates ideas and plans in an appropriate and sometimes detailed manner, dealing with some sensitive or technical information
* Working collaboratively with the digital and design teams to produce appropriate content for digital and print formats
* Collaborating
* Working with teams across the organisation to input effectively on cross-departmental projects requiring epilepsy information content
* Proactively engaging with people affected by epilepsy, professionals, and our review panel to ensure users are involved

**Other**

* Expected to have or gain an in-depth understanding of epilepsy.
* Completing any other duties relevant and appropriate to the role
* Maintain own professional networks and promote Epilepsy Action on a local and national level.

**Person Specification:**

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|  |  | **Essential** |  | **Desirable** |
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| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * Educated to degree level in a relevant subject. * Experience of researching and writing evidence-based information relating to medical conditions for different audiences. * Knowledge of research methods, critical appraisal techniques and interpreting complex data. * Experience of identifying user need for written resources and involving users in the production of information. * Knowledge of medical terminology, ideally in neurology, pharmacology or another relevant area. |  | * Managing projects or programmes of work. * Working or volunteering within a voluntary sector organisation. * Experience of working with the [PIF TICK](https://piftick.org.uk/) scheme |
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| **SKILLS & ABILITIES** |  | * I.T and digital competencies with an ability to utilise a wide range of relevant digital platforms and systems * Good attention to detail and able to produce work with a high-level of accuracy. * Excellent administrative and organisational skills – the ability to work on own initiative and prioritise workload * Excellent communication skills and the ability to communicate complex information in plain English for a lay audience. |  | * Strong project management skills. * Skills in website optimisation e.g. page analytics, metadata and SEO. |
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| **VALUES & ATTITUDE** |  | * Demonstrable commitment to our vision, aims and values. * Committed to ensuring people who work with us have a positive or use our services have a positive experience and receive quality services and information * Committed to ongoing personal development * Committed to maintaining up to date digital skills * Professional work ethic: honest, conscientious, self-motivated and reliable. * Willing to work flexibly and outside core hours as service / team requires to ensure smooth running of the service. * Ability and willingness to travel for business purposes including, training and other events as required. |  | GCHQ Disability Confident Leader - GCHQ.GOV.UK  **Creating a world without limits for people with epilepsy!**  **We will make a difference by being:**  **Ambitious 🞟 Inclusive Empowering 🞟 Supportive** |