



# Patient Information Forum

*For everyone involved in health information and support*

[www.pifonline.org.uk](http://www.pifonline.org.uk)

## **ROLE DESCRIPTION AND PERSON SPECIFICATION: PROJECT AND BUSINESS DEVELOPMENT MANAGER**

- Job title:** Project and Business Development Manager
- Duration:** 6-month fixed term contract initially, with potential for extension
- Hours:** 21 hours per week (3 days)
- Salary:** £30,000 full time equivalent; £18K pro rata
- Reasonable expenses for travel, and where necessary accommodation, for attendance at PIF meetings and events will be reimbursed upon completion of an expenses claim form and appropriate receipts.
- Location:** Home-based with occasional meetings/events, usually in London. PIF is a 'virtual' organisation, in that there is currently no central office. Therefore, staff work from home or 'on the road'.
- Resources:** PIF will provide a computer and software which must be returned upon leaving the post.
- Annual leave:** 25 days full time equivalent (20 days pro rata), plus 8 bank holidays per annum
- Reports to:** Head of Operations
- Probation period:** There will be an initial probation period of two months. Subject to satisfactory performance (the achievement of a high standard of work when undertaking the tasks and objectives set out in the role description) the contract will be extended. There will be performance review opportunities throughout the contract.

The Patient Information Forum (PIF) ([www.pifonline.org.uk](http://www.pifonline.org.uk)) is the UK membership organisation and network for people working in, and involved with, healthcare information and support.

PIF is an independent, not-for-profit organisation and we are committed to improving the healthcare experience of patients and the public. We do this by supporting individuals and organisations to provide high-quality, clearly communicated, evidence-based healthcare information, which is accessible and developed with its users.

Good information and support is a fundamental component of person centred care. It is vital for empowering people to understand, and make informed choices about, their well-being, health, treatment and care.

### **Summary of role:**

PIF provides a range of services for its members and the wider health information community. These include a website, weekly email newsletter, events, query service and online discussion groups. We also undertake special projects in line with our strategic objectives.

The post holder will be responsible for ensuring that the relationships between PIF and its current Partners are maintained and developed, together with exploring opportunities to establish Partner relationships with new organisations.

In addition, the post holder will run projects PIF is currently engaged with, and look to generate income through new opportunities, via sourcing funding and additional project/consultancy work.

### **Duties for this role**

#### **1. To manage PIF's current projects and explore future opportunities**

- Effectively manage the current projects PIF has in progress, including the [Perfect Patient Information Journey](#), and ensure delivery within planned timescales, cost and quality parameters.
- Investigate new consultancy or project work opportunities, in line with PIF's key priorities.
- Develop and maintain all documentation for projects e.g. project proposal, project plan, risk log, communications plan, detailed budget, and database contacts.
- Agree new projects with the Head of Operations and PIF Board, implement and develop a comprehensive approach to monitoring progress.
- Keep all key stakeholders apprised of progress against agreed project targets and milestones, and prepare and present papers and reports to the PIF Board on the progress of projects.
- Ensure projects are delivered within the agreed budget allocation.

- 2. To investigate and apply for funding**
  - Seek, investigate and review sources of funding, or consultancy, which may be applicable to PIF.
  - Write and prepare proposals and funding applications, including budget outline and risk management strategies, and submit within deadlines given.
- 3. To build and develop relationships with PIF Partner members**
  - Meet, and explore shared priorities, with PIF's current [Partner members](#) and look at ways to create new relationships with potential new Partner members.
  - Ensure records are kept which record contact details, dates of when contact was made and status.
- 4. To organise two Executive Circle meetings per year**
  - Organise two [Executive Circle meetings](#) per year, based on the needs of PIF Partner members, in liaison with the Head of Operations.
- 5. To attend external meetings on behalf of PIF**
  - Attend, contribute to, present at and feedback on, external meetings that relate to project work, Partner relationships or where PIF has a role e.g. The Information Standard Advisory Group meetings.
- 6. To assist and join the Head of Operations at PIF events where necessary**
  - Attend PIF [events](#) to assist with their smooth running.
- 7. To carry out additional duties as may be required**
  - This is a new post and the job description may evolve to meet the needs of the organisation.
- 8. To carry out general responsibilities as follows:**
  - Work with the Head of Operations and PIF Board to ensure the successful delivery of all areas of work, and provide reports and data as necessary in this respect.
  - Promote and support the mission and vision of the organisation
  - Demonstrate their commitment by their efficient completion of all tasks allocated to them.
  - Carry out their duties and responsibilities in compliance with PIF's Health and Safety Policy.
  - Adhere to PIF's Equal Opportunities Policy throughout the course of their employment.
- 9. To take responsibility for appropriate records and data management**
  - The post holder will be responsible for all records and data held, created or used as part of their role with the Patient Information Forum whether paper-based or electronic and also including emails. All such data must be returned to the Head of Operations at the end of the contract period.

- All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998.

#### **10. To uphold confidentiality**

- The post holder shall not release confidential information gained as a result of their involvement with the Patient Information Forum to any external third party without written approval.

### **Person specification**

#### **Required experience, skills and attributes**

- Hold a university degree or recognised professional qualification or equivalent AND 1 years' experience of co-ordinating project/s

OR have a HND / HNC or NVQ Level 4 qualification and AND 2 years' experience of co-ordinating project/s

OR have four years' experience of coordinating project/s

- Previous experience and track record of delivery and commitment in a similar role
- Experience or knowledge of working in the patient/health information sector
- Demonstrate evidence of having managed a significant project that required the application of a range of project management skills, with a highly organised approach to planning and prioritisation
- Strong experience of budget management
- Proven experience and success at writing and submitting funding applications
- Have worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes
- Well-developed interpersonal skills and an effective communicator
- Successful track record of maintaining and creating strong client relationships
- Ability to make strategic connections between the work of others, and the priorities of PIF
- Experience of organising small workshops/events
- Organised and efficient, with an eye for detail
- Disciplined and proven ability to work from home, with limited supervision
- Computer literate with knowledge of Word, Excel, Powerpoint
- Self-starter, who is able to show initiative and problem-solving skills
- Ability to contribute to an effective team
- Flexible and adaptable, and able to work under pressure when required
- Have a genuine interest in helping PIF achieve its vision and strategic goals
- Able to travel to meetings and events
- Committed to ensuring equality and encouraging diversity

## **Benefits of working for PIF**

- Home based role, with flexible working
- Chance to attend a variety of themed events
- Opportunity to improve the healthcare experience for patients
- Exposure to new ideas and perspectives
- Expansion of network of contacts
- Chance to learn more about the health information sector, the NHS and other healthcare bodies.

## **Submitting your application**

Please forward your CV, together with a Supporting Statement which gives your reasons for applying and how you match the person specification for the role. This should include relevant skills, knowledge, and specific examples of previous experience, and should also answer the following questions:

- What skills and experience do you think you can bring to the role?
- Which role, that you have held in the past, do you think will be most relevant?
- What interests you about the role?

Applicants may find it helpful to view PIF's current Strategy at a Glance document [here](#).

Please send CVs and Supporting Statements to [nicole.naylor@pifonline.org.uk](mailto:nicole.naylor@pifonline.org.uk) by 5pm; Thursday 1 February 2018.

Short listed candidates will be invited to attend an interview with the Head of Operations and a Board member of the Patient Information Forum. Interviews will be conducted in February 2018.

If you have any questions please contact Nicole Naylor at [nicole.naylor@pifonline.org.uk](mailto:nicole.naylor@pifonline.org.uk).