

Pancreatic Cancer UK

Job information pack
Patient Information Officer

Thank you for your interest in Pancreatic Cancer UK



It is a pleasure to know that you are interested in working with us. Please find enclosed further information about this position, which I hope you find helpful.

I have just joined the charity as CEO, and this is a very exciting time to join us as we enter our planning cycle for the coming financial year, building on recent growth and impact.

Pancreatic cancer is a tough one but we're taking it on.

We are supporting those affected by the disease, investing in ground breaking research, lobbying for greater recognition of pancreatic cancer, and being a voice for everyone involved in the fight.

Together we are taking on pancreatic cancer.

- We provide expert, personalised support and information via our Support Line and through a range of publications
- We fund innovative research to find the breakthroughs that will change how we understand, diagnose and treat pancreatic cancer
- We campaign for change; for better care, treatment and research, and for pancreatic cancer to have the recognition it needs.

Pancreatic cancer is the tenth most common cancer in the UK, with 9,400 people diagnosed each year. For decades pancreatic cancer has remained on the side-lines, with survival rates stuck at 3%, and only 1.4% of the total cancer research spend¹ dedicated to beating the disease.

But things are changing.

¹ National Cancer Research Institute partner spend

We've seen the start of positive change in treatment and care for pancreatic cancer patients. Today five year survival rates across the UK are at around 5%, that's 180 more people each year surviving for five years or more.

We will have the first ever national pancreatic cancer clinical guidelines to aid those involved in the diagnosis and treatment of the disease. And UK research investment has now reached £10 million a year.

We have much more to do.

Our ten-year vision is to transform the future for everyone affected by pancreatic cancer.

We will work to increase research spend to a game changing £25 million, with £10 million raised by our own team in the next five years. We will campaign for improved access to treatments, and better care for everyone with the disease. We will double the reach of our flagship service, the Pancreatic Cancer UK Support Line. And increase our income to £10 million a year by 2022.

But we can't do this alone. We have always been at the heart of a determined community of people who share our ambitions. Our staff and volunteers are critical to the success of our plans.

If you feel energised by the prospect of joining our team to help take our challenging agenda forward, we would love to hear from you. You will be joining a great team of determined staff and volunteers in a fast moving organisation with a collaborative, professional culture.

Please take time to read through this job pack, take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

With best wishes

Diana Jupp, Chief Executive Officer

Job Description

Patient Information Officer

Background

Our information supports people affected by pancreatic cancer at the point of diagnosis, through decision making about treatment options, managing side effects and living with pancreatic cancer. We produce a pack of key information for people recently diagnosed with pancreatic cancer to support them at this difficult time, as well as a range of printed publications and extensive online information. We are accredited by the Information Standard as producers of high quality information. Last year we distributed over 29,000 printed publications, and there were over 1.25million unique views of the Information and Support section of our website.

The Patient Information Officer role is responsible for reviewing and updating our information and producing new information, in line with our publications schedule and production processes. You will also play a key part in helping us deliver our information strategy, which sets out how we will grow and develop our information service to meet the needs of all those affected by pancreatic cancer.

PURPOSE

The Patient Information Officer will have direct responsibility for producing high quality, easy to understand health information for people with pancreatic cancer and their families. This will be based on the latest research and in line with the needs of those affected by pancreatic cancer.

Specifically, this will include:

- **Producing new and revising current information** – we review our information every two years, and are developing the range of our information.
- Ensuring our information **meets the needs** of people affected by pancreatic cancer, working closely with lay reviewers.
- Ensuring our information is **accurate and up-to-date** by carrying out desktop research and working with our specialist nurses and health professionals.
- **Promoting our information** to help ensure it reaches people affected by pancreatic cancer.

Please note – this role has responsibility for the production of both printed publications and web content. The role does not involve work specifically in IT or patient data.

MAIN RESPONSIBILITIES

Produce new and revised high quality patient information

- Be responsible for producing health information for the public on pancreatic cancer, including new and revised information resources, in print, online and in other appropriate formats.
- Ensure compliance with the requirements of the Information Standard and the Pancreatic Cancer UK information production processes and policies in the production of all patient information.
- Write, edit and proof health information about pancreatic cancer in line with best practice guidance.

Ensure our information meets the needs of people affected by pancreatic cancer

- Work with lay reviewers to ensure information is easy to understand and meets people's needs.
- Manage our network of lay reviewers, building good working relationships with reviewers, ensuring effective communication, recruiting reviewers for information projects, and maintaining records in compliance with our policies.
- Conduct user research into the information needs of pancreatic cancer patients, families and carers to support the development of information products.
- Work with design agencies to design printed information, ensuring compliance with brand guidelines and best practice in accessibility.
- Support the Senior Information Manager in developing accessible information about pancreatic cancer that meets the needs of our diverse audience.

Ensure our information is accurate and up-to-date

- Ensure all information is based on the latest evidence by conducting literature searches and other desktop research, and evaluating evidence to ensure quality.
- Liaise with the Pancreatic Cancer UK Specialist Nurses to ensure information about pancreatic cancer is accurate and reflects the experiences of our service users.
- Build links and work with health professionals to ensure accuracy and relevance of the information.
- Work on multiple projects to tight deadlines to ensure that our information remains up-to-date.

- Ensure our online database of current open pancreatic cancer clinical trials is complete and up-to-date by researching current trials, writing trial summaries, and regularly checking recruitment dates.
- Keep up-to-date on treatment and care of pancreatic cancer and patient information best practice, to ensure all work is evidence based and conforms to good practice.
- Act as a Services Team Knowledge Base Champion for the charity's knowledge database, using the database to carry out research on behalf of the team.

Help ensure our information reaches people affected by pancreatic cancer

- Work with the Senior Information Manager, services team and communications team to promote our information via agreed channels.
- Work with the Senior Information Manager and digital team to develop the information section of our website, ensuring information is easy to navigate.
- Attend external conferences and events to promote our information materials, and work with our regional teams to maximise distribution within the NHS.
- Analyse data on how information is used to inform how we improve promotion and target areas we are not reaching.
- Support the provision of accessible information formats, as set out in our procedures.
- Support the distribution of information, and be aware of and comply with our policy for retaining records of information orders.

General / team working

- Contribute to the development of the information and support services provided by the Charity through involvement in consultations, team meetings, training and away days, ensuring that services develop in line with national trends and policies, and user needs.
- Ensure all information reviews and contact with reviewers are accurately recorded on our database.
- Maintain confidentiality of information shared by users. Comply with data protection legislation and our internal policy and procedures, liaising with our Senior Information Risk Officer (SIRO) as appropriate.
- Develop good relationships with internal stakeholders and staff, including our Trustees, Chief Executive, and our Communications, Research, Policy and Campaigns and Fundraising teams.
- Support diversity and equality of opportunity in the workplace.

Other requirements

- A willingness to work occasional evenings and weekends.
- Pancreatic Cancer UK is a member of the Association of Medical Research Charities (AMRC) and this post is required to support the AMRC position on use of animals in research as set out in their [statement](#).

Person Specification

Criteria	Essential (E) Desirable (D)	Application (A) Interview (I) Test (T)
Qualifications		
Relevant degree (or equivalent qualification)	E	A
Degree in a science subject	D	A
Knowledge and understanding		
An understanding of the importance of high quality patient information.	E	A, I
An understanding of best practice in producing health information.	E	A, I
An understanding of accessible information formats.	D	A, I
An understanding of the NHS, primary care, cancer services and clinical trials.	D	A, I
Awareness of relevant legislation and procedures associated with data protection.	D	A
Experience		
At least two years' direct experience of producing health or social care information for patients, service users and families in different formats.	E	A
Proven experience of translating complex health information into clear, easy to understand information	E	A, I, T
Experience of working to ensure patient information is accessible to a wide range of audiences.	E	A, I
Experience of working to information production guidelines.	E	A, I
Experience of producing information that meets Information Standard criteria or similar quality standard.	D	
Experience of carrying out online research using medical databases, conducting literature searches and evaluating evidence.	E	A, I, T
Experience of working with people affected by cancer or another health condition.	E	A, I
Experience of promoting patient information to a wide range of audiences, via a range of different channels.	E	A, I
Experience of working to brand guidelines.	D	A
Experience of producing information about cancer and treatment.	D	A
Skills and competencies		
Excellent writing, editing and proofing skills with a high level of attention to detail.	E	A, I
Able to write clear, easy to understand information for a variety of audiences	E	A, I, T

Able to write for the web, including knowledge of search engine optimisation and uploading information using a content management system.	E	A, I
Excellent project management and time management skills with the ability to plan and develop a varied workload in a pressured environment.	E	A, I, T
Excellent interpersonal skills including the ability to establish good working relationships with service users and health professionals.	E	A, I
High level of computer literacy, with a good understanding of Microsoft Office and internet search methods.	E	A, I
Personal qualities		
Commitment our vision, mission and values: Determined, Compassionate, Pioneering, With Integrity, and to learning and development	E	I
The ability to empathise with people with pancreatic cancer and their families.	E	A, I
Able to show tact and discretion when dealing with sensitive and confidential information.	E	A
Other requirements		
Right to work in the UK at the time of application	E	I

Main terms of employment

Reporting to:	Senior Information Manager
Salary:	£25,500-£28,560 per annum
Band:	Officer
Location:	London SE1
Hours:	35 hours per week, 9am to 5pm
Tenure:	Permanent
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	25 days per year, plus bank holidays. The holiday year runs from 1 April to 31 March.
Pension:	Eligible employees will be automatically enrolled into our Royal London pension scheme after three months. PCUK will contribute 4% of gross salary; employees are required to contribute 1% from 1 October 2017 and 3% from 1 October 2018. Employees can opt out of the scheme at any time.
Benefits:	We operate a government-approved childcare voucher scheme, offer travel loans for the purchase of an annual season ticket and a death in service benefit. All employees have access to our employee assistance programme offering a free, confidential helpline on work and personal matters.

How to apply

1. Please submit a **CV with a Supporting Statement** to jobs@pancreaticcancer.org.uk.
2. Please complete the **Supporting Statement Template** we have provided, setting out how you meet the essential criteria marked A for application. If you meet the desirable criteria, you can refer to those too.

For each criterion, you need to provide actual examples from your work experience,

Please note that you are very unlikely to be shortlisted unless you prepare this Supporting Statement – a generic covering letter is unlikely to provide the

information we need.

3. The **closing date** for submitting applications is **15 January 2018**.
4. **Interviews** will take place in London on **22 January 2018**.
5. If you are invited to interview, you will need to bring an original document to prove your **right to work in the UK**. Details will be provided in the invitation.

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