



**Public and Patient
Affairs Advisor
Recruitment Pack**
March 2024

Lymphoma
action 

Welcome

Thank you for your interest in the role of Public and Patient Affairs Advisor.

This is an exciting time to be at Lymphoma Action as we work to an ambitious plan to develop services and advocate for better treatment and care. We also want to raise the profile of lymphoma and be a voice for people affected by lymphoma so that they can influence the decisions that affect them.

We are a national charity providing information and support to people affected by lymphoma – the fifth most common cancer in the UK, and we currently employ 40 staff and over 250 volunteers.

Reporting to the Chief Executive, this is a crucial post to drive forward our work advocating for better treatment and will represent the Charity and our community to key external stakeholders. You can read more about our long-term strategy and goals on our website:

www.lymphoma-action.org.uk/about-us

Whilst our head office is based in Aylesbury, we operate a hybrid working policy with many staff splitting their time between home and the office, so we are flexible about the location of this role, although the postholder will need to attend occasional meetings in London and have some presence in the office.

There are many external developments which could impact how lymphoma is diagnosed and treated in the future. Along with the Charity's successes over the last couple of years, this makes it a great time to join our staff team.



Ropinder Gill
Chief Executive
Lymphoma Action

Further details about the role can be found in the [Job Description](#) and [Person Specification](#).

These are just some of the partners that we work collaboratively with to effect change:



Our vision, mission, goals and values

Vision statement

Everyone affected by lymphoma will receive the best possible support, treatment and care.

Mission statement

Through information, education, support and influence, we will make sure no-one has to face their lymphoma alone.

Our goals



Ensure that people **understand lymphoma**.



Enable people affected by lymphoma to feel **supported by others who understand what they are going through**.



Empower people affected by lymphoma and their healthcare professionals to **communicate with confidence**.



Be a voice for people affected by lymphoma to **influence the decisions that affect them**.



Increase the impact of our work by **making best use of our resources**.

Our values

- **Focused** – we are dedicated to the needs of those affected by lymphoma.
- **Empowering** – we build confidence to make change happen.
- **Trusted** – we use our expertise to deliver quality services.
- **Innovative** – we look to a better future for people affected by lymphoma.
- **Collaborative** – we are inclusive and value our partnerships.



Job Description

Job title:	Public and Patient Affairs Advisor
Responsible to:	Chief Executive
Duration:	Permanent
Location:	Hybrid
Working hours:	28-35 hours per week
Salary:	Circa £35,000 per annum (pro-rata for part-time hours)

Purpose of the role

This role is crucial to our work advocating for better treatment and care, representing the patient voice and being the conduit for people affected by lymphoma to influence the decisions and the decision-makers that affect them.

The post-holder will work across a variety of activities, building relationships at all levels and with a number of stakeholders, to represent the Charity and the community that we are here to serve. They will gather intelligence around what is happening externally in the health environment, spot opportunities to develop activities and policy propositions, use our internal networks to speak to relevant patients and represent us in a number of stakeholder forums and groups.

Key internal and external relationships

- Chief Executive
- Director of Services and Director of Fundraising and Communications
- Senior managers and the Senior Medical Writer
- Publications and Communications teams
- Peers in other cancer charities, including Blood Cancer Alliance, Cancer52 and One Cancer Voice
- Medical advisors and clinicians
- Research/treatment contacts including pharmaceutical companies, independent researchers and medcomms agencies
- Patients and internal patient groups such as our Insights Panel

Main duties

Stakeholder management

- Manage our Medical Advisory Panel, coordinating communications and meetings to build our knowledge of lymphoma-related developments and identify priorities and opportunities to influence.
- Manage our Insights Panel, co-ordinating communications and meetings to ensure the views and needs of people affected by lymphoma are built into our work and activities.

- Build an effective network of relationships with relevant stakeholders, including other charities, alliances (Blood Cancer Alliance, One Cancer Voice, Cancer52 etc) and sector stakeholders.
- Manage our liaison with pharmaceutical companies who have an interest in lymphoma and/or have a lymphoma treatment pipeline in order to understand upcoming developments and funding opportunities.
- Represent Lymphoma Action on relevant coalitions, alliances, working groups and in external meetings, conferences and seminars and act as a spokesperson.

Treatment and care development

- Monitor the treatment landscape and, in conjunction with the Publications team, support the submission of Health Technology Appraisals relating to lymphoma, ensuring the patient voice is represented.
- Support external developments and projects, including any NHS activities, which will improve the treatment and care of lymphoma (including the NHS's non-Hodgkin Lymphoma data audit).
- Manage requests for support from those working in the field of lymphoma treatment and care in order to represent the patient voice and/or increase the Charity's profile, including pharmaceutical partners, independent researchers and clinicians.

Policy development and communications

- Improve our use and understanding of lymphoma-related data and information to develop our policy propositions and context.
- Support the Chief Executive to plan and deliver our public affairs strategy, in conjunction with the Director of Services.
- Develop credible position statements and associated materials including consultation responses, letters and messaging.
- Work closely with the Communications team to craft and coordinate external messaging on public affairs related work, including news stories, press releases, social media content and magazine articles.
- Provide policy and public affairs updates for both internal and external use, with effective insights to keep colleagues informed of this area of work.

General

- Keep up-to-date with developments and learning in the field of lymphoma and cancer-related information and support.
- Participate in staff training, organisation/team meetings and external events, such as conferences, as required.
- Comply with the Charity's policies and procedures.
- Promote equality of opportunity and anti-discriminatory practices.
- Fulfil any other duties deemed appropriate by the Chief Executive, subject to time and commensurate with level of responsibility and salary.

Person Specification

This is the selection criteria for the role.

It is not expected that the successful candidate will necessarily have experience/competency in all the areas highlighted. We are committed to helping individuals develop professionally and personally, and your application is encouraged.

Experience and knowledge

- Relevant experience such as policy, public affairs, campaigns, advocacy or medical writing, preferably within the charity sector.
- Experience that demonstrates excellent written and verbal communication skills such as drafting materials, content, policy documents or consultation responses.
- An understanding of healthcare or health policy landscape.
- Experience of networking, influencing and building relationships with a broad spectrum of stakeholders and partners.

Skills and abilities

- An excellent communicator (verbally and in writing) who can digest and translate complex information into easy-to-understand language.
- Self-motivated and able to work collaboratively, as well as independently, taking own initiative to horizon scan and spot opportunities.
- Attention to detail with the ability to focus on and understand the complexity of lymphoma and its treatments.
- Able to effectively manage time, organise workload and prioritise, working under pressure and to deadlines.
- Analytical with the ability to effectively use/analyse data, research or information especially health related information.
- Able to assert tact and diplomacy and represent the Charity in formal groups and settings, negotiating on our behalf when needed.
- Creative with an understanding of the role of marketing, communications and campaigns in effecting change.

Qualities

- Excellent project manager.
- Inclusive with excellent interpersonal skills.
- Responsive, persuasive and credible with a real desire to effect change for people affected by lymphoma.

** The job may involve occasional travel throughout the UK for the purpose of attending relevant conferences and meetings. Some travel to the organisation's head office in Aylesbury, Buckinghamshire, is required. Occasionally, there may be the need to work at weekends or during anti-social hours, for which notice and time off in lieu will be given.*

Values and behaviours

Lymphoma Action staff work to an agreed set of shared values. Here are some examples of how your behaviours will model these values.

Focused

- You focus on goals and on the best outcomes for our beneficiaries.
- You are strategic and make good decisions and don't just focus on short-term needs.
- You work in a flexible way, responding to new insights that will help us increase our impact.

Empowering

- You inspire people, celebrate success and acknowledge the efforts of others.
- You support people to take on tasks and be confident in their decisions.
- You respect the decisions of others and are resilient in the face of change.

Trusted

- You are empathetic and show compassion but respect professional boundaries.
- You do what you say you're going to do and take responsibility for your decisions.
- You are open and honest with yourself and others.

Innovative

- You are curious, open to new ideas and don't miss opportunities.
- You make time for reflection, creativity and learning and encourage others to do the same.
- You are willing to try new things and you learn quickly from your experiences.

Collaborative

- You are inclusive, treat everyone as an equal and embrace diversity.
- You listen well, communicate openly and share your skills and knowledge with others.
- You believe in the value of relationships and understanding differing perspectives and feelings.



Why work for Lymphoma Action?

- We are an established and successful national charity with a great working culture, focusing on what we are here to do but also on being creative, supportive and having the right environment to be effective.
- We embrace the benefits of hybrid working, providing the infrastructure and processes to enable you to work from home and from the office.
- Annual leave of 33 days including 8 bank holidays, rising by 1 day for each complete year of service up to a maximum of 38 days (pro-rata for part-time staff).
- A generous workplace pension scheme where Lymphoma Action will contribute 5% of your salary each year, alongside your 3% minimum employee contribution.
- A Life Assurance scheme (death in service benefit) that pays a lump sum of twice your salary.
- An Employee Assistance Programme, offering face-to-face, online or telephone counselling to support your mental health and wellbeing.
- Colleagues fully trained in Mental Health First Aid, providing a safe and confidential listening ear for support, information and signposting.
- Enhanced pay over and above the statutory minimum for maternity, paternity, adoption and sick leave.
- Free eye tests and glasses contribution, and flu jab for all staff who are ineligible for a free one on the NHS.
- Additional discretionary annual leave between Christmas and New Year.
- Free on-site parking at our offices in Aylesbury.
- Induction training and ongoing learning and development to help you deliver your role.



“ It is rewarding to have a positive impact on the lives of those affected by lymphoma. ”

How to apply for this role

If you are interested in joining Lymphoma Action as our Public and Patient Affairs Advisor, please read the [Job Description](#) carefully, including the selection criteria listed in the [Person Specification](#) above.

- To apply, please submit your CV and a Supporting Statement, which needs to evidence how you have gained the skills and experience we are looking for, as per the selection criteria.
- Applicants will be shortlisted against how their Supporting Statement meets the criteria in the Person Specification.
- We actively welcome applications that will help increase the diversity of our workforce, including from those with disabilities, from minority groups and from different backgrounds.
- If you have any queries about the application process or if you'd like us to arrange an informal chat with the Chief Executive to discuss the role, please contact Hayley Woodward, Corporate Services Officer, on jobs@lymphoma-action.org.uk
- Please email your CV and Supporting Statement to jobs@lymphoma-action.org.uk in Word format, not pdf.



Recruitment timetable

Closing date is Monday 22 April 2024, 12pm

Interviews to be held on Thursday 2 May

What we do

What is lymphoma?

Lymphoma is a cancer of the lymphatic system, which is part of the immune system. It is the fifth most common cancer in the UK with more than 20,100 people diagnosed every year, including diagnoses of chronic lymphocytic leukaemia (CLL) (which is a form of lymphoma, despite its name).

While the majority of people diagnosed with lymphoma will be over the age of 55, lymphoma is also the most prevalent cancer among teenagers and young adults aged under 30. Approximately 125,000 people are living with lymphoma and CLL in the UK.

Our services and activities can be broadly grouped as follows:

- **Information and publishing** – including high-quality information leaflets and publications (including *Lymphoma Matters* magazine), supplemented by a programme of webinars, podcasts and videos.
- **Lymphoma TrialsLink** – an online clinical trials database and information service.
- **Helpline** – open five days a week and providing much-needed emotional support. We receive almost 1,500 enquiries a year via telephone, email and live chat service on our website.
- **Peer support** – we operate a network of online support meetings across the UK supplemented by topic specific meetings and meetings for specific groups such as for young people. We also run a closed Facebook group with over 4,300 members.
- **Buddy Service** – we have a team of trained Buddies whom we link with people who need additional support or who want to speak with someone who has shared similar experiences.
- **Live your Life** – our award-winning survivorship and education programme, which is run in both digital and in-person formats.
- **Events** – a mixture of national and regional, in-person and digital events.
- **Healthcare education and training** – we run online training events and conferences for, and provide information to, healthcare practitioners working in the field of lymphoma. This includes GPs, nurses, specialist trainees and consultants.
- **Website** – www.lymphoma-action.org.uk offering a range of information and support with over 2 million visitors a year.

For our recent achievements please read our [2022 annual report and accounts](#)

To find out more about Lymphoma Action and our work, please visit our website: www.lymphoma-action.org.uk/about-us

How we work

The Charity's work and strategic objectives are overseen by the Board of Trustees, which meets four times a year, with the day-to-day operation of the organisation led by **Ropinder Gill**, Chief Executive, and a Senior Management Team comprising:

- **Dallas Pounds**, Director of Services
- **Jim Howson**, Director of Finance
- **Deborah Laing**, Director of Fundraising and Communications

An Operational Managers Group also works across the organisation, to support the implementation of strategy, development of operational plans and internal communications. The group is made up of representatives from publications, volunteering, communications, education and support services and fundraising.

Financially, we are dependent on our fundraising work. Whereas our income pre-pandemic was circa £1.8m, we raised over £3m in 2021 (due to a windfall legacy), over £2m in 2022 and circa £2.2m in 2023.

Find out more

To find out more about what Lymphoma Action does, please have a look at our website:

www.lymphoma-action.org.uk/about-us

For our recent achievements, please read our [2022 annual report and accounts](#).

Thank you for your interest in this role.



lymphoma-action.org.uk

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