

**Digital Education
Coordinator
Recruitment Pack**
July 2024

Lymphoma
action 

Welcome

Thank you for your interest in the role of Digital Education Coordinator (Healthcare Professional education programmes).

Lymphoma Action is a national charity providing information and support to people affected by lymphoma, the fifth most common cancer in the UK. We deliver a range of services to people affected by lymphoma throughout the UK. From our accredited information, webinars, podcasts and Helpline Services to our peer-led Buddy Service, closed Facebook Group, Online Support Meetings and self-management programme, our services aim to be there for people at the point they need them.

We are also proud to deliver educational content to a variety of healthcare professionals – an area of our work we are looking to sustainably develop with this exciting new role.

This is an excellent time to join the team as we work to an ambitious plan to further develop our educational services across the various disciplines of healthcare professionals supporting individuals with lymphoma.

You can read more about our long-term strategy and goals on our website:

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

This part-time, permanent role will enable us to make our aspirations for healthcare professional education a reality, including our own new multi-media online educational programme, and working with other organisations such as the Royal College of General Practitioners, to support professionals to deliver high standards of diagnosis, treatment, management and support.

Reporting to the Education and Support Services Manager, you will be responsible for the continued development and delivery of our new online multi-media programme. You will use your digital and creative skills, including recording, editing and publishing online content through our online learning management system (Litmos), and work closely with colleagues and external healthcare professional stakeholders, to ensure the service is based on evidence and is up to date.

This is a hybrid role, offering the flexibility of office-based and home-working. There will be some need to come into the office, so proximity to Aylesbury would be an advantage.

We look forward to receiving your application.



Rona Eade
Education and Support Services Manager
Lymphoma Action
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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:	Digital Education Coordinator
Responsible to:	Education and Support Services Manager
Duration:	Permanent
Location:	A hybrid role with some time working in Aylesbury
Working hours:	25 hours per week, with flexibility to work evening and weekend hours if required
Salary:	Circa £26,000 per annum (£18,571 for 25 hours per week)

Purpose of the role

Lymphoma Action is committed to the continued development and delivery of an educational programme for healthcare professionals new to lymphoma (Lymphoma Essentials). This role will lead on the development of the educational content including recording, editing and publishing online content through our online learning management system (Litmos).

- To lead the continuing development, monitoring and evaluation of this service.
- To secure ongoing involvement from healthcare professionals and individuals affected by lymphoma to help record, shape and deliver their content.
- To lead the production of resources for these projects.
- To help develop and run healthcare professional events.
- To launch and market existing and future project developments and support the work of the Education and Training team.

Key internal and external relationships

- Education and Support Services Manager
- Director of Services
- Colleagues in the Services directorate
- Communications, Fundraising and Finance Teams
- Healthcare professionals, including our Medical Advisory Panel
- People affected by lymphoma
- Lymphoma Action volunteers

Main duties

- Work to an agreed plan for the service, establishing and delivering required work streams.
- Build on existing content/modules and ensure consistency in purpose and aims of the service.
- Lead production and publishing of content of the service.
- Work with colleagues to establish marketing and communications plans.
- Work with people affected by lymphoma to develop additional content and resources to enhance healthcare professional knowledge and understanding of lymphoma.

- Work with healthcare professionals and subject experts to develop the content and resources.
- With the Education and Support Services team, help to deliver healthcare professional educational and networking events.
- Manage relationships with relevant external agencies e.g. Royal College of GPs, Gateway C.
- Monitor and review the mechanisms for evaluation, feedback and impact measurement.
- Provide the necessary information to support funding applications.
- Establish a strategy for ongoing review and development of the service.
- Respond to the enquiries of programme users in a timely way.

General duties

- To participate in staff training, organisation/team meetings and external events, such as conferences, as required.
- To comply with the organisation's health and safety, confidentiality, data protection and other policies.
- To promote equality of opportunity and anti-discriminatory practices.
- To fulfil any other duties deemed appropriate by the Education and Support Services Manager, 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

- Experience of developing or delivering information and educational content online.
- Experience of working with healthcare professionals.
- Experience of working with service users in the voluntary sector.
- Ability to work with external agencies such as website developers and production agencies.

Skills and abilities

- Experience of using Learning Management Systems (e.g. Litmos)
- Experience of using production and design programmes (e.g. Premiere Pro, InDesign)
- Excellent verbal and written communication skills.
- Excellent planning and reporting skills.
- Strong organisational skills with the ability to juggle and prioritise multiple tasks, manage workload under pressure and work to deadlines.
- Ability to work as part of a team.
- Ability to deal professionally, calmly and sympathetically with people affected by lymphoma.
- Collaborative, innovative, and flexible approach to work.

At Lymphoma Action, we encourage staff to get involved in events relating to both service delivery and fundraising if they so wish. These may be at weekends or during anti-social hours, for which time off in lieu will be given.

Values and behaviours

Lymphoma Action works to a clear set of values in everything we do, and this reflects the following behaviours we look for in all our staff.

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.



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

Why work for Lymphoma Action?

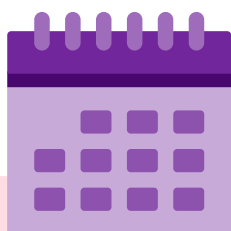


We are an established and successful national charity with a **great working culture**, focusing on what we are here to do but also on being creative, supportive and having the right environment to be effective.



We embrace the benefits of **hybrid working**, providing the infrastructure and processes to enable you to work from home and from the office.

An **Employee Assistance Programme**, offering face-to-face, online or telephone counselling to support your mental health and wellbeing.



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).

Enhanced **sick pay** over and above the statutory minimum, and enhanced pay for **maternity, paternity and adoption** leave.

Bereavement leave of up to three days paid leave should the need unfortunately arise, and three days paid **Compassionate Leave**.

Additional discretionary annual leave between Christmas and New Year.



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.

Colleagues fully trained in **Mental Health First Aid**, providing a safe and confidential listening ear for support, information and signposting.



Free eye tests and glasses contribution and free flu jab for those not eligible for a free one on the NHS.

Free onsite parking at our offices in Aylesbury.

Induction training and **ongoing learning and development** to help you deliver your role.



How to apply for this role

If you are interested in joining Lymphoma Action as our Digital Education Coordinator, 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. Please note that 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, 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.
- We understand that artificial intelligence (AI) is being used by some people to help prepare their applications. We ask that you tell us if you have used AI in your application, and how you have used it. We reserve the right to exclude applications that use undisclosed AI technology to create them.
- Please note that we will only consider applications from candidates who have the right to work in and the right to live in the UK.



Recruitment timetable

Closing date is Friday 2 August 2024, 12pm

Interviews will be held in person at our head office in Aylesbury on Thursday 15 August 2024

We will consider online interviews for exceptional circumstances.

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.
- **Preparing for Treatment Service** – information and support to help individuals with lymphoma prepare for, and cope with, the impact of treatment.
- **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 **[2023 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 over £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 [2023 annual report and accounts](#).

Thank you for your interest in this role.



[**lymphoma-action.org.uk**](http://lymphoma-action.org.uk)

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