

JOB DESCRIPTION

Health Information Editor

Background | As a member of the Royal Osteoporosis Society team, your role exists to work with colleagues to ensure better bone health for everybody and help people to live well with osteoporosis.

Our vision | No more broken bones. No more broken lives.

Our purpose | We transform lives and society by leading the effort to improve bone health and defeat osteoporosis.

Our goals:

- To drive fracture prevention amongst people who are at high risk.
- Quicker diagnosis and better ongoing care, wherever people live.
- To support more people live well with osteoporosis.

We have four guiding values:

We're Bold | We fearlessly stand up for and give a voice to people who need us.

We're Focused | We concentrate on where we can make the biggest difference.

We're Collaborative | We work as one team and embrace partners to change society together.

We have Integrity | You can trust us to do what we say we will.

We have eight supporting **beliefs** which guide every decision you make on behalf of the ROS and, in turn, the way we live our values.

We believe:

- We put our beneficiaries at the heart of everything we do
- In spending every £1 wisely
- We are the collective voice of people with osteoporosis
- We are the recognised experts in osteoporosis and bone health
- We have the knowledge and influence to change policy and healthcare systems
- Asking for money is vital
- We can achieve more together than on our own
- Everyone with osteoporosis should be able to live well and manage their conditions in ways that best meet their needs

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Health Information Editor

The Role –

As Health Information Editor, you will play a vital role in developing accessible unbiased and evidence-based information, which will support people to live well with osteoporosis.

You will be part of the Health Information Team and will report to the Health Information Manager. You will also work with healthcare professionals and people with lived experience to inform the development of health information to ensure it meets the needs of our users.

As well as having the skills to source and appraise published research and build evidence-based content, the ideal candidate will be experienced at developing accessible public facing information.

Key Responsibilities -

Health information

- Lead the review of existing health information in line with recognised best practice guidelines on patient information production and accessibility.
- Create new and innovative health information including web and printed information.
- Follow in-house health information production processes, in-house brand and editorial guidelines.
- Complete user research to understand user needs and recognise gaps in our information provision.
- Contribute to the monitoring and evaluation of health information resources and services.
- Upload content into the content management system for the website.
- Support with the distribution of our printed publications by monitoring the publication services, placing orders with the fulfilment company, responding to queries and recording orders on the CRM database.

Evidence and user research

- Keep up to date with the latest evidence on osteoporosis and bone health, ensuring our information is based on reliable evidence and clinical guidance.
- Complete evidence reviews, recognise high-quality research and interpret clinical research.

Project delivery

- Support and at times lead the review of our information resources, including both clinical and accessibility reviews.
- Participate in, and at times lead, project groups involving internal and external (for example volunteers, healthcare professionals) participants.

Collaboration

- Work proactively and collaboratively with health professionals and people with lived experience to create and update information to make sure it is accurate, accessible and meets needs.
- Work collaboratively with teams across the organisation, developing effective working relationships and participating in cross-organisational projects especially with colleagues in the helpline, communications and digital teams.
- Work closely with the Health Information Manager to ensure best practice at all stages of the information production and review process and prepare the service for PIF Tick accreditation.

Essential Experience

1. Writing engaging plain English copy to communicate complex health information to a non-specialist audience.
2. Developing accessible online health information.
3. Researching and interpreting complex health research, with the ability to judge the quality of a research study and write evidence-based information.
4. Delivering projects to tight deadlines, working collaboratively as part of a team.
5. Using content management systems to upload digital content.
6. Working with users to identify needs and develop information resources.
7. Working in the charity sector.

Skills and Abilities

8. Excellent writing and editing skills, including for digital platforms.
9. Excellent interpersonal skills to work effectively with internal and external stakeholders, working well as part of a team.

10. Able to manage or support specific projects, ensuring that stakeholders are involved, and that the project is completed within allocated timescales
11. Confident digital and technical skills - including using content management systems and CRMs.
12. Strong organisational skills to prioritise tasks, manage individual projects, and deliver projects to deadlines.
12. Flexible and agile approach to working.
13. Excellent proofreading skills and attention to detail.

Knowledge

13. Knowledge of the principles and process of producing high-quality patient information, including PIF principles.
14. A strong understanding of health literacy principles and how to create accessible information.
15. An understanding of the support needs of people living with a long-term health condition.
16. Knowledge of digital platforms, audiences and channels, including website and email.

Education and Training

17. A health, medical or science background or qualification.
18. Relevant training (for example in writing patient information, proof reading, digital skills, user research).

The Royal Osteoporosis Society prizes diversity, both in our organisation and across our communities. We have an Equal Opportunities Policy and do not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.