

# Patient and Public Involvement - Engagement Officer (Band 6)



Recruitment Profile - This is a summary of the Job Description and Person Specification

Blood and Transplant

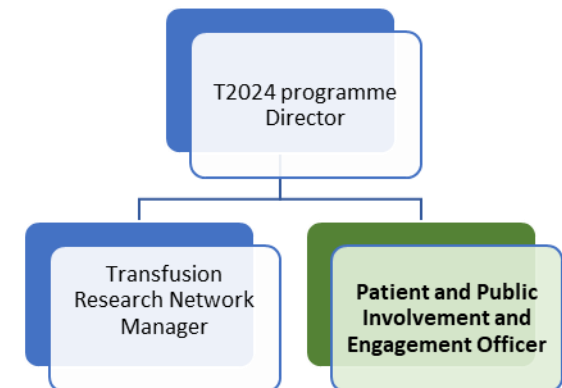
## About the Role

In this role you will support the Transfusion 2024 programme to further develop and take forward the PPIE strategy and support patient involvement activity to develop future transfusion strategy. Your duties will include:

- Telling our research stories effectively and consistently, promoting the reputation of the NHSBT, which will improve public confidence in our services, staff, and work.
- Producing a broad range of written communications for different audiences including gathering material for and producing blogs and newsletters for a lay audience (internal and external).
- Delivering high quality involvement and engagement advice and practical support to the T2024 programme team, Transfusion function, and NHSBT researchers.
- Working closely with the internal communications to update NHSBT Transfusion 2024 and research related news.
- Playing a key role in the involvement of patients to help define future research projects.
- Provide high quality written materials for a range of publications and audiences.

*You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice.*

## Organisation Structure



## About Us

*Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.*

- We **care** about our donors, their families, the patients we serve, and our people.
- We are **expert** at meeting the needs of those who use our service and those who operate it.
- We provide **quality** products, services and experiences for donors, patients and colleagues.

**About You** - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

### Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

### Experience and Knowledge

- Evidence of using a wide range of communications, engagement tools and channels with the ability to identify the right channel for the particular audience.
- Evidence of a solid understanding of patient confidentiality and the relevant aspects of GDPR and Data Protection Act.
- Understanding of PPIE in health organisations, and some previous relevant experience of engaging/involving the public.
- Understanding and experience of PPI in health research in the public and/or research charity/voluntary sectors.
- Experience using IT to generate reports and correspondence, which are timely, professional, and accurate.
- A good understanding of how social media works on a local and national level and of working with diverse groups of people.
- Experience in communications (corporate and public) and of writing for a lay audience.
- Good working knowledge of working with information technology using Microsoft Office packages (Outlook, Word, Excel, Teams and PowerPoint).

### Skills and Abilities

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Follow given instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Organise and prioritise own workload and where required workload of others, taking responsibility for delivering results within agreed timescales and standards within an environment of changing priorities and pressures

### Qualifications and Training

- Educated to Post Graduate level in relevant health/social science or extensive experience in PPIE in research
- Demonstrates willingness and commitment to own continued professional development (CPD) as required.