

**CROHN'S &
COLITIS UK**

**Head of Health
Services**

February 2025



Thank you for your interest in working with us here at Crohn's & Colitis UK.

We're the UK's leading charity for Crohn's and Colitis. Right now, over 500,000 people in the UK are living with a lifelong disease that many people have never heard of. Because of the stigma and misunderstanding that surrounds these diseases, thousands of people are suffering in silence. But they are not alone. We're here for them.

It's an exciting time to be part of our team as we work together to shape the future of the charity and improve the lives of everyone living with Crohn's and Colitis.

There is currently no cure for these chronic conditions with one in three people diagnosed before they are 30.

Our mission is to stand alongside every person affected by Inflammatory Bowel Disease, ensuring their voices are heard, their challenges are understood, and their needs are addressed.

At Crohn's & Colitis UK, we are proud of our achievements - from funding groundbreaking research to raising awareness and normalizing conversations about bowel health. We have built strong foundations through collaboration with healthcare professionals, policymakers, and research partners, and we continue to lead the charge for better care and support.

We know that living with a lifelong illness is about much more than managing physical symptoms. It impacts every aspect of life and our work ensures people with Inflammatory Bowel Disease can access quality healthcare and support, when and where they need it, so they can focus on living better lives.

Our promises to the Crohn's and Colitis community are outlined on the next page and you'll find more about our values, commitments, and what we're looking for further in this job pack.

If you like the sound of us, good luck with your application and we look forward to hearing from you soon.

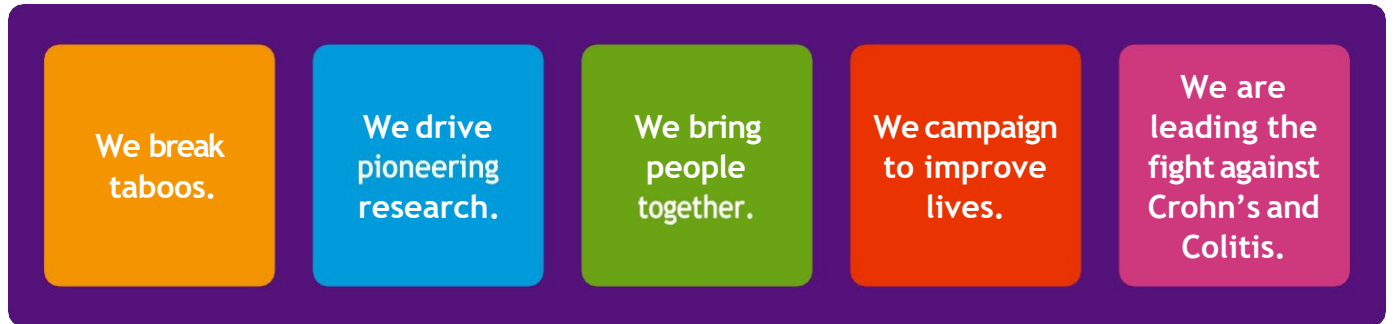
Marianne Radcliffe
Chief Executive
Crohn's & Colitis UK



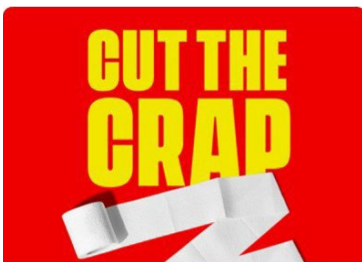
Our Vision

Our vision is improved lives today, and a world free from Crohn's and Colitis tomorrow.

Our mission



Founded in 1979 as a patient organisation, we've been there for people affected by Crohn's and Colitis when it matters, playing an instrumental part in providing support, increasing public awareness, and campaigning. But we're not finished yet. Here's a snapshot of our work:



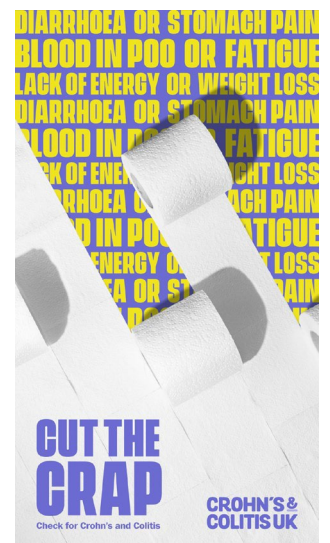
Campaigning

Our Cut the Crap campaign, launched in November 2022 across the UK. Every year, 25,000 people are diagnosed with Crohn's or Colitis. But we know that more than a quarter wait for over a year for a diagnosis with nearly half ending up in A&E while waiting.

Delays in diagnosis affect people's ability to continue education and work, limits their treatment options and increases their risk of being hospitalised or needing emergency surgery. Despite clear patient need, increased clinical risk and rising costs to the NHS, improving the diagnosis of Crohn's and Colitis remains at the bottom of the health agenda.

Through our Cut the Crap Campaign, we're working with politicians and policymakers, healthcare professionals and health leaders to make early diagnosis a reality so people can quickly receive the best possible treatment.

The launch of our new 30 second online symptom checker will hopefully help people take control of their health.



Advocacy

We campaign for a better quality of life for people with Crohn's and Colitis. And we speak up on issues from employment to health policy, and from transport to toilets. We work with the NHS to benchmark and improve standards of care, using the findings as a launchpad for our discussions with health leaders and governments to change things for the better.

Services

People across the UK rely on our up-to-date information and helpline services to provide the reassurance and guidance they need to live well with Crohn's or Colitis. Our 58 publications and information pages cover many areas of life with the conditions, from medication to surgery, from school to employment and from relationships to mental health. All our information is peer reviewed, medically accurate and based on the latest research available.

Each year, our professional helpline team respond to over 15,000 queries via email, phone, social media, and live chat. They provide clear, accurate, and balanced information to those who need it, as well as signposting to a range of reliable services.

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At a time when the public services are stretched and not always able to offer the support needed, this free helpline is providing a great service.”

“

On all occasions I've contacted them, they've helped me understand my disability better, thank you.”

Our commitments

We're dedicated to our mission. We innovate and adapt to ensure we are finding new and improved ways to make a real difference to the lives of people with Crohn's and Colitis. For over forty years, we've supported the community and shaped the conversation about Crohn's and Colitis. We continue to be here to give people affected by Crohn's and Colitis hope, comfort, and confidence. We make their voices heard and help them live freer, fuller lives.

As we grow our ambitious plans, we are making strides to become fully inclusive in our approach and have commenced an anti-racism programme alongside our recently reviewed EDI policy. You can take a look at this, along with our public statement www.crohnsandcolitis.org.uk/edi.

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It's a pleasure to be a member of the EDI working group. Involving a diverse range of people in all areas of our work is vital. It helps ensure the research and services we fund helps all sections of our community. The focus being placed on diversity and inclusion by Crohn's & Colitis UK is both timely and important.

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The future

In our new strategy (2022-2024), we make the following promises to everyone affected by Crohn's and Colitis, and our staff are united in their commitment to see them through for the benefit of our community.

- We will advocate for the changes in everyday life that our community tell us they need and we will gather the evidence to back those changes.
- We will make our information and support more accessible than ever.
- We will drive vital research to deliver long-term solutions for long-term relief.
- We will ensure that everyone affected by Crohn's or Colitis can see themselves in our work and feel supported in a positive and professional way.

These goals give us the direction and drive for the charity's future, and we hope they'll inspire you to join us at the start of this exciting next chapter.

So, what can you expect as we embark on this journey?

Despite our long history, this is a period of exciting change for Crohn's & Colitis UK. We need a strong, adaptable, and resilient team of individuals to help drive our work forward and create a step change for people with Crohn's and Colitis.

It's a bright, ambitious future and you could be part of it.



How we work

Our values are fundamental to how we treat our staff and supporters, shaping everything we do and underpinning our decision-making. This is how we make sure we're there for people who need us.

If you're ambitious, compassionate, and believe in the power of uniting to be stronger together, we might just be the place for you.



Every day we strive to make the greatest impact possible on the lives of people with Crohn's and Colitis. We are experts in our field and work hard to make a difference - we are relentless in striving for improvement.



We are rooted in empathy and kindness. We're there for everyone living with Crohn's or Colitis, and when people turn to us for information and support, we listen.



We're a community, and we work together with the aim to help people support themselves. We learn from everyone we work with, and we are always looking for new ways to collaborate and develop together.

With our values in mind, we are naturally committed to equality, diversity, and inclusion (EDI). We're working hard to reduce and remove barriers to working here, guided by industry best practice and our recently reviewed EDI Policy.

We value equality and want to make sure we get the best person for the job every time so want to hear from people of all backgrounds and with a range of experiences.

Are You IN?

We lead by example in our approach, committing to support people with invisible disabilities and conditions like Crohn's and Colitis.

One of the ways we do this is through our Are you IN? programme, committing to:

- educate all employees on invisible conditions, specifically, Crohn's and Colitis.
- empower managers, HR, and people living with invisible conditions and disabilities to talk with confidence.
- Enable access and install Not Every Disability is Visible accessible toilet signs in our company accessible toilets



Looking after our staff

Pay and progression

We review all salaries annually, based on lots of factors. We look at an individual's contribution, development against our competency framework, cost of living, and market benchmarking.

We're committed to the training and development of our employees. We have a performance review and development scheme designed to help all staff develop in their roles and budget is available for training related to each role or progression.

Financial support and/or study leave may also be offered to individuals where appropriate.

Giving you options

We are based in Hatfield, Hertfordshire, which is easily accessible by road and rail. Our informal, open plan office space is available for all staff to use during office hours. However, we've learned from the pandemic that we can work very effectively from home as well.

In this role, there will be times when you'll need to be at face-to-face meetings, but there is plenty of scope for a hybrid approach and working from home. If you want to be considered for the role but are worried about location, talk to us!

For staff who work out of the Hatfield office regularly, we know that routine travel to and from work can be expensive and you may want to buy annual tickets to reduce this cost. We offer an interest free loan for season tickets, repaid directly from your salary each month and our cycle to work scheme lets staff buy a bike in installments so you can travel in the way that best suits you. Our office provides free parking and secure bike locks.

Your wellbeing as a priority

All staff have access to our Employee Assistance Programme which provides training, information, and counselling sessions for a range of issues both inside and outside of work. This free, confidential service is available by phone and online 24 hours a day, 7 days a week, 365 days a year.

Our wellbeing programme consists of events for all staff, exploring mental health and wellbeing-boosting activities in a safe, supportive environment.

These activities are supported by our Wellbeing Policy which outlines best practice and prioritises the mental health and wellbeing of our staff.



The Role

Job Level: Translate

Reports to: Director of Services and Evidence

Overall Purpose

The role will have accountability for leading the Crohn's & Colitis UK programmes; working with healthcare professionals and health services to improve the quality and standards of care for people affected by Crohn's and Colitis across the UK.

As a member of the Senior Executive Team the post-holder will translate the strategic direction of the charity into tactical plans for healthcare professional support and quality improvement to achieve the charity's strategic objectives.

Job Responsibilities

1. Lead the delivery of the healthcare professional support and care improvement programmes to deliver the strategic aims of Crohn's & Colitis UK.

- Work with the Director of Services and Evidence to develop and implement a healthcare professional services strategy in accordance with the charity's strategic aims.
- Work with the CEO and the Director of Services and Evidence to deliver the charity's strategic leadership of the IBD UK alliance and associated programmes of work including the IBD UK benchmarking and the review of the IBD Standards.
- Work with the Director of Services and Evidence to deliver the charity's strategic leadership of the implementation of the National Primary Care Diagnostic Pathway for lower gastrointestinal symptoms.
- Work with external stakeholders including health and social care organisations, multidisciplinary healthcare professionals, professional groups, academics, researchers and other charities and organisations to develop partnerships to deliver projects and programmes which identify and promote best practice for health services for people with Crohn's and Colitis.
- Identify and develop effective relationships with healthcare professionals, professional bodies, and potential partners, and develop networks to drive improvements in care for people with Crohn's and Colitis.
- Keep abreast of developments in health services and health care professional support, working to identify opportunities for collaboration and improving the evidence base across the full range of experience of people living with Crohn's and Colitis.
- Identify and develop new ideas to improve the impact of our healthcare professional services activities.
- Identify and manage external agencies involved in the development and delivery of targeted healthcare professional services projects to improve care for all those affected by Crohn's and Colitis.

2. Manage, support and give direction to the Healthcare Professionals Services teams to achieve Crohn's and Colitis UK's aims and objectives.

- Manage the Healthcare Professionals Services Manager, ensuring Healthcare Professionals Services staff are trained, supported, and motivated to deliver consistent, effective, and high-quality activities and programmes.

- Lead strategic planning and budgeting for Healthcare Professional Services, tracking operational and budget performance; reporting monthly to show progress and any changes needed.
- Develop and deliver a business plan for Healthcare Professional Services annually that aligns with and supports the overarching strategic objectives of the charity.
- Manage programmes, ensuring appropriate project management methodology is used and projects are delivered to time and budget.
- Develop metrics for monitoring the impact and reach of Healthcare Professional Services outputs to ensure that the focus is on areas which will achieve the maximum impact for people affected by Crohn's and Colitis.

3. Diversity & Inclusion

- Ensure equality, diversity and inclusion and the voices of those with Crohn's and Colitis are considered in all aspects of research and evidence and in supporting the charity's operations.

4. Charity responsibilities

- As a member of the Senior Executive Team, provide leadership across the organisation, including deputising for the Director of Services and Evidence as required.
- Represent Crohn's & Colitis UK at events as required.
- Act as spokesperson for the organisation if required (including media interviews).
- Ensure compliance with charity policies and all relevant legislation.
- Demonstrate behaviours in line with the charity values and maintain the reputation and standing of the charity.

The purpose of this job description is to focus attention on the most important aspects of the jobholder's role. It is not intended to be a complete list of the duties; therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.

What you'll bring

Knowledge, skills & attitudes

Essential:

- Experience of delivering healthcare professional support services programmes including funded quality improvement programmes
- Experience of delivering healthcare professional education and engagement programmes
- Knowledge and experience of working in UK health services or in a health or medical charity
- Proven ability to engage and influence a diverse range of senior stakeholders
- Experience of leading teams in healthcare professional services
- Evidence of strong leadership and management of teams

Desirable:

- Educated to degree level or equivalent experience
- Evidence of horizon scanning and networking to keep up to date across the UK and beyond
- Evidence of proactively identifying, developing, and delivering new healthcare professionals service

Attitudes:

- Commitment to professional development
- Commitment to the values and strategic aims of Crohn's and Colitis UK
- Commitment to equality, diversity, and inclusion



What we offer

Salary

The salary for this position will be £60,000 to £65,000 per annum, depending on experience.

Annual leave

All staff receive a full time annual entitlement of 25 days. This increases by one day for each year worked, up to a maximum of 30 days. This is in addition to bank holiday days.

Flexible pension contributions

Staff are automatically enrolled into our Group Personal Pension Plan after 3 months, which is offered with two levels of contribution, as outlined below.

Employer contribution % of basic annual salary	Length of pension membership	Employee contribution % of basic annual salary
5%	On joining the scheme	3%
8%	After 6 months the member can choose to move up to this band or stay on the initial rates	5%

Hours

Our standard working hours are 35 per week and core hours are 9am to 5pm. However, there may be flexibility around these hours with manager agreement. Several roles are undertaken on a part-time basis, and we are open to discussing working arrangements that suit the role, business need and the person in post.

Additional benefits

We also have a range of flexible, family-friendly policies including enhanced maternity, adoption and paternity pay.

What's next

We hope this pack has inspired you to join us and given you all the information you need to take the next step. However, if you have any questions about what we do here, the role or need more practical information, don't hesitate to get in touch with Catherine Winsor (Director of Services and Evidence) by emailing on:

catherine.winsor@crohnsandcolitis.org.uk

If you've got everything you need and you're ready to apply, please send your CV and supporting statement to

jobs@crohnsandcolitis.org.uk.

Your statement should give examples of how you meet the criteria of the person specification, and what you feel you would bring to this role.

Final closing date: **Monday 10 March 2025, 9am**

Interviews will take place remotely on the following dates:

First stage interviews: week commencing 24 March 2025

Second stage interviews: week commencing 31 March 2025

Please note, applications will be assessed as and when they are received, and interviews arranged, so we may close the position before the closing date if a suitable candidate is found.

We are an inclusive employer and offer equal opportunities to all, regardless of an individual's age, disability, gender identity, marriage or civil partnership status, race, religion or belief, sex and sexual orientation.

If you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please contact jobs@crohnsandcolitis.org.uk.

We are not a licensed sponsor at this time. Any offer of employment will be made subject to the applicant residing in the UK and a valid right to work in the UK being provided.



Thank you for
your interest

You can follow us on social media

[f/crohnsandcolitisuk](#) [@CrohnsColitisUK](#) [@crohnsandcolitisuk](#)

www.crohnsandcolitis.org.uk

Registered charity in England and Wales Number 1117148, Scotland Number SC038632.

**CROHN'S &
COLITIS UK**