

Senior Knowledge Officer (Health)

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Senior Knowledge Officer (Health)

Position in the organisation

Reports to the Knowledge Services Manager

Member of our Knowledge Services team within Knowledge and Learning team.

Part of our Practice and Compliance directorate

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

As one of two Senior Knowledge Officers for Health, you will play a key role in ensuring Alzheimer's Society has the scientific expertise it needs to support people affected by dementia. This involves maintaining and communicating an expert level of knowledge on topics such as dementia symptoms, risk factors, prevention, diagnosis, treatments, brain changes and the healthcare system.

You will be working within a team of experts who each have defined specialties, spanning legal and rights, wellbeing, and welfare and social care. This specialist knowledge forms the backbone of the Society's information and services, ensuring they are accurate, accessible and rooted in the latest evidence.

In this role, you will work on varied projects to ensure the Society is delivering clear, up-to-date and trustworthy health-related knowledge about dementia. You will advise and train staff on complex topics, enabling them to support people confidently. You will be part of a dynamic and collaborative co-creation process for online and print information, helping people affected by dementia make informed decisions. And you will use your expertise to feed into and steer high-profile projects and initiatives throughout the Society.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

The post holder is required to deliver across a varied work programme and with a high degree of autonomy. The specific main responsibilities of this position are to:

Maintain a high level of professional expertise in subject specialism

- Be the Society's trusted expert in your subject specialism to provide advice, guidance and a fact-checking service.
- Proactively follow developments in research, policy, guidance and legislation through reading, networking, and attending training and conferences.

Develop information for people affected by dementia

- Working collaboratively with Content and Digital teams, use expertise to research, evidence, write and review content in a variety of formats, with accountability for the content's accuracy.

- Ensure all information published by the Society for public use complies with the quality assurance requirements of the PIF Tick scheme.
- Recruit and manage relationships with external specialist reviewers.
- Advise on the strategic development of the Society's information portfolio and offer, identifying gaps.

Ensure staff at the Society are equipped with specialist knowledge

- Provide expert guidance to staff and volunteers on complex queries via the Ask Des internal enquiries service. Adhere to the team's Service Level Agreements in terms of speed of response and professionalism. Use professional contacts to seek further advice where necessary.
- Contribute to practitioner learning initiatives, such as reviewing training materials, and creating and suggesting content for the Dementia Practice Academy.
- As the Society's authority on your specialism, provide expert information and guidance to staff in Policy, Marketing and Partnerships (as needed).
- Identify staff learning needs and create information and learning materials to ensure these needs are met.

Nurture internal and external relationships

- Represent the Society on government and third sector bodies, contributing to reports and other outputs, and giving talks and presentations.
- Feed into Alzheimer's Society responses to agreed policy consultations conducted by government and others as requested by Policy, Campaigns and Partnerships.
- Provide expert input to other Society materials in areas such as marketing and fundraising, including quotes for the media.
- Build relationships with team members through attendance at face-to-face meetings and away days throughout the year.
- Represent Knowledge Services or the Society at internal/external meetings, conferences and events when required.
- Nurture relationships with relevant experts in organisations such as government departments, special interest groups, other charities and royal colleges or societies.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures. Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Educated to degree level or equivalent (preferably with a postgraduate qualification) in a relevant subject	A
In-depth knowledge of the relevant subject specialism	A/I
Excellent communication skills. Articulate and able to explain complex matters in writing and verbally.	A/I
An understanding of what constitutes high-quality evidence and research	A/I
Significant experience of researching, writing, editing and evidencing information for a public audience, translating complex technical information into clear and easily understandable content.	A/I
Knowledge of the principles and process of producing high-quality patient information.	A/I
Experience of delivering training, presentations or frontline services.	A/I
Experience of representing an organisation with external stakeholders.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Intellectually curious and able to direct own learning to maintain knowledge	A/I
Able to work on multiple projects simultaneously and deliver to tight deadlines	A/I
Proven ability to quickly understand, engage with and analyse complex detail, using own initiative to make complex judgements	A/I
Able to travel and undertake occasional weekend or evening work, including overnight stays away from home	A/I
Able to remain calm and resilient under pressure, even when faced with competing demands, ambiguity, and time pressures	A/I
Helpful and supportive, with the ability to build effective relationships	A/I
Able to work collaboratively, and give and receive feedback effectively	A/I
Able to work autonomously and accountably with minimal direction	A/I
Commitment to and understanding of equal opportunities	A/I