Information Officer

Dear Candidate,

Thank you for your interest in the role of Information Officer at Endometriosis UK.

Endometriosis impacts the physical and mental health of 10% of women and those assigned female at birth, from puberty to menopause - although the impact may be felt for life. Yet it's a disease most people have never heard of, do not understand and currently endometriosis has no cure. It takes on average almost nine years to receive a diagnosis in the UK, leaving many living in pain and without answers.

As the UK's leading charity for all those affected by endometriosis, we're determined to change this and ensure that everyone gets prompt diagnosis and the best treatment and support. We have big ambitions in our strategy, focused on raising awareness, better supporting those with endometriosis, driving down diagnosis times, and campaigning for improved treatments and access to services. Health information is integral in helping the endometriosis community understand the condition, navigate treatment and care, and find new ways to manage symptoms and advocate for themselves.

You will join a supportive, ambitious team, to help us deliver meaningful health information for the endometriosis community. With a focus on accessibility, you will be integral to ensure our information is offered in diverse ways, such as video, audio and translation. With responsibility for liaising with the endometriosis community and health care practitioners, relational attributes will be invaluable. Your excellent organisational skills and attention to detail will ensure our health resources meet high-quality standards before reaching the public.

This is an exciting opportunity to help drive Endometriosis UK's work forward and play a key role in the future of our information development.

We look forward to receiving your application.

Best wishes,



Claire Kelleher
Head of Support and Information

JOB DESCRIPTION

Job title: Information officer
Reporting to: Head of Information and Support
Working hours: 37.5 hours a week (FULL TIME)
Location: Endometriosis UK's office at London Bridge, with hybrid option
Contract: Permanent
Annual salary: £32,000 a year, including London weighting

Closing date: 9am on 2nd December 2026
Interview: In the afternoon of 11th December 2026

Interviews will take place at our office in London Bridge.

About us:

Endometriosis UK is the leading UK charity supporting those living with endometriosis. Formed in 1981, we offer information and support to all those affected by endometriosis, for example through our website, webinars and information leaflets, and via our local support groups, Helpline, webchat and online forum. As well as directly supporting those with endometriosis, we work to raise awareness of endometriosis amongst healthcare practitioners, the public and the media; lobby for improved treatment and management; and support research. We have a big job to do and ambitious plans.

About the role:

As the Information Officer, you will play a key role in ensuring the overall success of our health information initiatives. You will see the information production process from resource inception to publication, be a main point of contact for designers and reviewers and work closely with the Specialist Advisor to ensure our resources are accurate and meet clinical guidelines. In this vital role, the successful candidate will bring previous information development experience to help deliver outstanding health information delivery.

The Information Officer will be resourceful, organised and have excellent project management skills. You will have excellent communication and interpersonal skills and juggle multiple tasks with drive and enthusiasm. To be able to work with minimum supervision and show good judgement and initiative is essential. Previous experience with Patient Information Forum quality standards is desirable, and you will need to learn new tools and systems quickly.

This role offers training opportunities for your professional development, and the chance to be part of a passionate team working towards a better future for all those with diagnosed and suspected endometriosis.

Key responsibilities and duties:

Information Production

- Work with the Head of Information and Support to achieve and maintain the Patient Information Forum Standard.
- Work within the information production processes to coordinate the effective development of health resources.
- With support, copyedit resources based on review feedback.
- Proofread all health information before publication.
- Support the Specialist Advisor to review and update relevant pages on the website.
- Coordinate information review schedules.
- Work with the internal communications team to promote and disseminate our health information.

Community engagement

- Coordinate focus groups and surveys to identify community health information needs.
- Develop and manage a lay review panel for all our health information.

Health Practitioner involvement

- Work with the Specialist Advisor and Medical Advisory Panel to ensure clinical review is undertaken effectively for all health resources.
- Engage with health practitioners at external events to raise awareness of endometriosis, source potential webinar speakers and recruit experts to conduct clinical information review.

Video, social media, and webinars

- Support the wider Support and Information to confirm themes, liaise with experts and Communications Team to deliver our video, social media and webinar series.
- Help the team to edit webinars and ensure webinars are available on our website and YouTube

External partners

- Work with our external partners such as our design team and third-party providers, to ensure all materials are developed aligned with organisational processes, providing clear briefs and feedback and manage workflow in line with timelines.

Data insight and analysis

- Develop creative ways to gain insights on information impact.
- Review analytics on health information to create a continuous improvement model of information production.

You will work collaboratively and flexibly with members of the wider support and information team to generate ideas for new information resources and monitor data insights. You will work with the Head of Support and Information to achieve Patient Information Forum accreditation.

Person specification:

Essential
Experience developing health information within the charity sector.
Strong writing, copyediting and proofreading skills.
Excellent project management skills.
Excellent attention to detail and problem-solving skills.
Microsoft suite (Excel, Word, Outlook, Teams, and Powerpoint)
Excellent verbal communication skills, and ability to communicate to a diverse range of audiences.
Excellent numeracy skills.
Excellent time management skills and ability to prioritise effectively.
Enthusiasm for learning new things.
Understanding of Patient Information Forum quality standards.
Understanding of GDPR.

Desirable
Data insight/analysis experience

Applicants must:

Understand living with endometriosis or an interest in women's health and empathy with our mission.

Be willing to undertake any other duties commensurate with the general level of responsibility of the post.

Demonstrate a commitment to Endometriosis UK's mission, visions and values and equality of opportunity, diversity, and inclusion.

Have the right to work in the UK and based in the UK.

Can work flexibly, including some evenings and weekends, and travel and stay overnight where necessary.

Please note this is a full-time, office-based role. There is an option to work two days a week at home dependent on business need.

HOW TO APPLY

The closing date for applications is **2nd December 2026**

Interviews will be held on **11th December 2026** in our offices.

To apply, please send the following to *assistant@endometriosis-uk.org*

CV –maximum 2 sides of A4

Cover letter outlining how you meet the person specification and why you are interested in this post - maximum 2 sides of A4