

Job description and person specification

Post:	Engagement and Operations Officer – Capacity Building
Location:	Flexible. Primary base could be anywhere in the UK, but must be willing and able to travel to London and elsewhere (mainly UK) in connection with the role
Salary:	£34,000 - £37,000
Duration:	Permanent
Reporting to:	Programme Manager – Black Internship Programme

About Health Data Research UK

Health Data Research UK (HDR UK) is accelerating trustworthy use of health data to enable discoveries that improve people's lives.

We are the national institute for health data science. Our vision is for large-scale data to benefit every interaction with patients, every clinical trial and every biomedical discovery, and to transform public health.

The UK is in a unique position to realise the potential of health data, thanks to the NHS and its cradle-to-grave records for a population of over 65 million people.

Safe and secure use of this data could improve treatments, deliver better health care and save lives. It could help tackle some of the biggest health challenges worldwide, including cancer, diabetes and cardiovascular disease.

However, access to this data for researchers is often a lengthy, fragmented process, meaning the potential for improving healthcare is far from being realised in full.

We work in partnership with the NHS, industry, charities and universities to realise the potential of the UK's health data in life-changing research. Patients and the public are actively involved in shaping HDR UK's work and ensuring it delivers public benefit.

The Institute played a major role in the COVID-19 pandemic, working with the NHS and collaborators internationally to link and coordinate the use of large-scale data. With these resources, scientists and doctors could understand more about this new disease, identify which drugs were effective and provide evidence to allow the NHS and policymakers to respond to the challenge.

Our successes include:

- A Trusted Research Environments (TRE) for England was created early in the pandemic with health data covering >54 million people, thanks to a collaboration between NHS Digital and HDR UK through its British Heart Foundation (BHF) Data Science Centre. TREs are highly secure computing environments that provide remote access to health data.

- During the roll out of the Pfizer-BioNTech and Oxford-AstraZeneca vaccines against Covid-19, it was vital to understand how they performed in the population. A team supported by HDR UK through the BREATHE Health Data Research Hub were able to rapidly show the high protection offered by the vaccines after a single dose, thanks to assembling linked health data for 99% of the Scottish population.
- Nearly half a million people missed out on starting medication to lower their blood pressure during the Covid-19 pandemic, according to research enabled by the BHF Data Science Centre at HDR UK. The research included 1.32 billion records of medications dispensed to 15.8 million people in England, Scotland and Wales between 1 April 2018 and 31 July 2021.
- The Green Algorithms initiative promotes more environmentally sustainable computational science and is run by Loïc Lannelongue and Michael Inouye at HDR UK Cambridge. They have built tools for carbon footprint estimation, raised awareness about the environmental impacts of algorithms and driven change in the computational science community.
- A significant landmark early in 2024 saw the first research study of health records for 67 million people in all four UK nations. It looked at gaps in Covid-19 vaccine coverage and found that between a third and a half of the populations of the four UK nations had not had the recommended number of vaccinations and boosters by summer 2022. The approach could be extended to many other areas of medicine with great potential for new discoveries in the understanding and treatment of disease.

HDR UK is a virtual institute, with staff and partners in all four nations of the UK and an office in central London. We are an independent, registered charity with five years of core funding from nine of the UK's leading medical research funders, including UK Research and Innovation, the Department of Health and Social Care in England and equivalents in Northern Ireland, Wales and Scotland, and leading medical research charities.

At Health Data Research UK, we employ talented individuals who bring their own unique skills and experience to support the Institute's vision and benefit the whole team. Our values of transparency, optimism, respect, courage and humility guide how we work together within HDR UK, with our partners and other stakeholders.

HDR UK's strategy

Our five-year objectives are to:

1. Accelerate trustworthy data use by sorting the data

- Make it easier and quicker for researchers to find, access and use high-quality, large-scale data
- Fix the technical challenges needed for swift, safe and secure data use, by assembling innovative infrastructure solutions
- Increase health research efficiency and productivity by accelerating adoption of the FAIR (Findable, Accessible, Interoperable and Reuseable) data principles

2. Improve people's lives by unlocking the power of data

- Deliver cutting-edge research that harnesses large-scale data to change health policy and practice
- Exemplify trustworthy data use to deliver research that was previously impossible
- Test and improve the infrastructure so it serves all researchers

3. Shape the future of health data research

- Connect data, people and organisations to bring about cultural change and realise the UK's potential to be at the forefront of health data innovation
- Develop people and teams with diverse perspectives and skills needed to deliver health data research
- Embed good practice in patient and public engagement and involvement to build confidence in health data research for public benefit by increasing transparency and trustworthiness.

About the Capacity Building Programme

HDR UK delivers a portfolio of talent programmes designed to open up opportunities, develop future talent and strengthen career pathways in health data research, data science and related fields. These include the Black Internship Programme, Masters Scholarships and our growing alumni network.

Purpose of the Post

We are looking for an enthusiastic, highly organised and relationship-focused Engagement and Operations Officer to support the delivery and continued development of these programmes.

This is a varied, outward-facing role combining hands-on operational delivery with relationship management, community building and proactive engagement. You will help ensure that our programmes run smoothly and provide an excellent experience for participants, while building lasting relationships with interns, scholars, alumni, host organisations, universities, employers and other partners.

You will be a key point of contact for participants and partners, helping them navigate their involvement with HDR UK, connecting people with opportunities and ensuring they feel informed, supported and part of a wider community.

You will also help grow our programmes by identifying and engaging new host organisations, partners and prospective participants. This will involve representing HDR UK at careers fairs, conferences and networking events; delivering presentations; hosting webinars and information sessions; and developing compelling communications that showcase our opportunities and impact.

The ideal candidate will combine excellent attention to detail with confidence in engaging people, a proactive approach to building networks and a genuine commitment to widening access to opportunities in health data research.

Key responsibilities

1. Programme operations and delivery

- Support end-to-end delivery of the Black Internship Programme, Masters Scholarships and alumni activities, including recruitment, selection, placements, awards, onboarding, events, training and programme close.
- Act as a first point of contact for participants and partners, providing clear guidance and timely follow-up.
- Maintain accurate schedules, plans, databases, records and documentation, and monitor milestones, deadlines and operational issues.
- Coordinate meetings, workshops, webinars, networking and careers activities, including speakers, logistics, registrations, materials and follow-up.
- Support budgets, expenditure, procurement and administration in line with HDR UK procedures.
- Improve processes and communications through effective use of digital tools and automation, while maintaining confidentiality, data protection, accessibility and safeguarding.

2. Participant engagement and relationship management

- Build trusted relationships with interns, scholars and alumni, providing a welcoming, responsive and supportive experience.
- Understand participants' interests, aspirations and development needs, connecting them with relevant opportunities, resources and networks.
- Maintain regular, relevant communications on programme milestones, events, learning and careers, and encourage continued engagement.
- Build an active participant and alumni community through peer support, mentoring, networking and knowledge sharing.
- Create opportunities for alumni to contribute as speakers, mentors, ambassadors and recruiters.
- Gather feedback, celebrate achievements and capture consented stories to improve delivery and demonstrate impact.

3. Host organisation and partner engagement

- Build and maintain strong relationships with hosts, universities, employers, mentors and other partners.
- Provide clear guidance, communications, briefings and ongoing support so partners understand programme processes and responsibilities.
- Help hosts provide inclusive, development-focused experiences, resolving queries and escalating concerns appropriately.
- Strengthen existing partnerships and encourage repeat participation, referrals and wider contributions through mentoring, careers and alumni activity.
- Research and engage prospective partners across academia, industry, healthcare, government and the wider health data sector, converting interest into participation.
- Maintain accurate stakeholder, engagement and follow-up records.

4. Outreach, recruitment and programme growth

- Deliver outreach to attract strong applicants, hosts, scholarship partners and supporters, with targeted approaches for under-reached audiences.
- Represent HDR UK at careers fairs, university events, conferences and professional networks, delivering presentations and information sessions.
- Organise webinars, Q&As and recruitment events for prospective participants and partners.
- Build relationships with universities, careers services, student societies, professional networks and community organisations.

- Create accessible recruitment materials, presentations, case studies, testimonials and digital content with colleagues and partners.
- Track outreach, enquiries, attendance, application sources and conversion, and follow up interest to generate applications and partnerships.

5. Alumni network and wider community development

- Grow and maintain an engaged alumni network with accurate contact and career-progression records.
- Coordinate networking, webinars, mentoring, career conversations and opportunities to share expertise.
- Connect alumni with current participants, hosts, employers and the wider health data research community.
- Engage alumni as speakers, mentors, ambassadors, recruiters and advisers on future programme development.
- Maintain relevant communications and develop consented stories and case studies that celebrate achievements and demonstrate impact.

6. Monitoring, evaluation and communications

- Maintain reliable data on applications, participation, placements, awards, engagement, feedback and outcomes.
- Coordinate monitoring, surveys and feedback, using findings to assess performance and improve delivery.
- Prepare clear updates, reports, presentations and summaries for colleagues, funders and partners.
- Track outreach, event and communications activity to assess reach, effectiveness and growth opportunities.
- Support newsletters, website and social media content, and maintain accurate, consented impact stories and testimonials.
- Help develop consistent processes and reporting across the talent programme portfolio.

7. Teamwork and wider contribution

- Collaborate with the Talent and Training team and colleagues across HDR UK to deliver shared objectives and wider initiatives.
- Share insight and good practice across programmes, identifying opportunities for joined-up activity and continuous improvement.

- Contribute ideas that strengthen participant experience, stakeholder engagement and long-term sustainability.
- Represent HDR UK professionally as an ambassador for inclusive talent development and a diverse health data research workforce.

Person specification

Essential experience and skills

- Experience coordinating multi-stakeholder projects, programmes, events or participant activities.
- Excellent organisation and attention to detail, with the ability to manage competing priorities and deadlines.
- Strong relationship management and customer service skills, with confidence engaging varied audiences and handling queries sensitively.
- Excellent written and verbal communication skills across email, presentations, meetings and events.
- A proactive approach to outreach, follow-up and building new relationships.
- Experience maintaining accurate records and tracking systems, handling information responsibly and using data and feedback to improve delivery.
- Confidence using digital tools for communication, collaboration, events, data tracking and reporting.
- A collaborative, flexible and solutions-focused approach, with the ability to work independently and take ownership.
- A genuine commitment to inclusion, widening access and supporting career development.

Desirable experience and knowledge

- Experience supporting internships, scholarships, graduate, employability, widening-participation or other talent programmes.
- Experience working with students, early-career researchers, graduates or alumni.
- Experience engaging universities, employers, industry, research organisations or public bodies through outreach, events or partnerships.
- Experience delivering presentations, webinars, networking or information sessions.
- Experience supporting alumni, mentoring, professional communities or career-development activities.
- Experience supporting recruitment, application, selection or onboarding processes.

- Familiarity with CRM, mailing, event-registration, spreadsheet and digital-analytics tools.
- Interest in health data research, data science, digital health or the UK life sciences sector

Personal attributes

You will be someone who:

- Is highly organised and dependable: takes ownership of delivery, pays attention to detail and ensures that activities and commitments are followed through.
- Enjoys building relationships: is approachable, responsive and confident engaging with people at all levels.
- Is proactive and outward-facing: looks for opportunities to make connections, raise awareness and bring new people and organisations into the programmes.
- Puts participants first: understands the importance of a positive, inclusive and supportive experience for every intern, scholar and alumnus.
- Communicates with confidence: can represent HDR UK professionally, explain opportunities clearly and adapt communications to different audiences.
- Is curious and resourceful: seeks out new ideas, solves problems and finds practical ways to improve how things work.
- Works collaboratively: shares information, supports colleagues and recognises the value of building a connected community.
- Cares about impact: is motivated by helping people access opportunities, develop their careers and contribute to health data research.

What success looks like

In this role, you will help ensure that:

- The Black Internship Programme, Masters Scholarships and alumni activities are delivered efficiently and to a consistently high standard.
- Interns, scholars and alumni feel informed, supported, valued and connected to HDR UK.
- Existing host organisations and partners receive excellent support and are motivated to remain involved.
- New applicants, hosts, partners and supporters are reached through effective outreach and engagement.
- Careers fairs, conferences, webinars and other events increase awareness, generate interest and create meaningful connections.

- The alumni network becomes increasingly active, connected and valuable to its members and the wider talent pipeline.
- Programme data, feedback and impact stories are captured accurately and used to improve delivery and demonstrate value.
- Strong relationships and efficient processes support the continued growth, quality and sustainability of HDR UK's talent programmes.

Why join HDR UK?

This is an opportunity to help shape the experience and opportunities of the next generation of health data researchers and professionals.

You will work across a portfolio of programmes that connect people with placements, scholarships, professional networks and career pathways. You will have the opportunity to build relationships across academia, industry, healthcare and the public sector, while contributing to a more inclusive and diverse health data research workforce.

If you are an organised, enthusiastic and relationship-driven professional who enjoys making things happen, bringing people together and creating opportunities for others, we would love to hear from you.

Dimensions

- This is a full-time role. Travel in the UK will be required to partner organisations and events.
- HDR UK is a national institute, and our activities take place across the UK

Application Process

How to apply: Unless specified, please apply using our online portal. We use a recruitment process that is based on finding out more about the relevant skills and knowledge an applicant has and to help us with this we ask you 3 or 4 skills-based questions as part of the application process.

We will ask you to upload your CV and covering letter, these will be anonymised and will be used if you are shortlisted.

Please contact recruitment@hdruk.ac.uk if you have any queries regarding your application.

Summary of Benefits

- 27 days annual leave plus 8 days for Bank Holidays
- Annual leave purchase scheme
- Medical Cash-Plan and Doctorline
- Wellbeing support, including access to the TogetherAll app
- Generous pension scheme, with 10% employer contributions

Equal Opportunities Policy Statement

Health Data Research UK is an equal opportunities employer, and as such aims to treat all employees, consultants and applicants fairly. It is our policy to provide employment equality to all, irrespective of:

- Marital or civil partnership status
- Pregnancy and maternity
- Sex
- Religion or belief
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Gender reassignment
- Sexual orientation
- Age

We are opposed to all forms of unlawful and unfair discrimination. All job applicants and employees who work for us will be treated fairly and will not be unfairly discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

Safeguarding

HDR UK is committed to robust safeguarding policies, we expect everyone who works with us to share our commitment to safeguarding.