



Action for
Pulmonary
Fibrosis

Senior Education and Events Officer

Charity Commission England & Wales Registered Charity Number: 1152399
Scottish Charity Regulator Number: SC050992

actionpf.org

Job description

Job title:	Senior Education and Events Officer
Location:	Hybrid role , with attendance at the charity's Peterborough office for team meetings, collaboration and other key activities, typically on a quarterly basis, alongside travel to meetings, events and partner sites as required.
Salary:	Band 2B (Executive) – £31,000–£34,500 per annum.
Hours:	Full-time, 37.5 hours per week. Flexible working is supported. Occasional evening or weekend work may be required for events, with time off in lieu.
Reports to:	Senior Information and Education Manager
Direct Reports:	None

About Action for Pulmonary Fibrosis

Action for Pulmonary Fibrosis (APF) is the UK's leading patient charity for people affected by pulmonary fibrosis. We fund research, campaign for improved care, and provide trusted support and information.

Our ambition is bold, our focus is clear, and our work is driven by people living with pulmonary fibrosis. We are working to ensure that no one faces pulmonary fibrosis alone and that fewer lives are lost to this disease.

Purpose of Role

The Senior Education and Events Officer will coordinate and deliver APF's education and events programme for people affected by pulmonary fibrosis, healthcare professionals and wider stakeholders.

A central purpose of this role is to help APF provide high-quality, trusted and accessible education for people affected by pulmonary fibrosis. The postholder will make sure education sessions are well planned, clearly communicated, sensitively delivered and shaped around the needs of patients, carers, families and people with lived experience. They will help ensure that APF's education offer gives people practical information, reassurance and confidence at key points in their pulmonary fibrosis journey.

This is a hands-on coordination and delivery role. The postholder will manage the planning, registration, delivery and follow-up for APF education sessions and events, making sure that people have a clear, welcoming and joined-up experience from first contact through to ongoing engagement with APF.

The role will help ensure that people who register for education or events are supported beyond a single session. This includes working with colleagues across Communications, Services, Fundraising, Supporter Care, Policy and Data to define clear user journeys, follow-up processes and database flows so that attendees can access APF newsletters, support services, fundraising opportunities, resources and other relevant benefits.



Purpose of Role (continued)

The postholder will also support APF-wide events, including staff away days, conferences, parliamentary and policy events, and external conference attendance such as BTS and ERS. They will help ensure APF has the right materials, people, stand presence and follow-up in place.

This role will contribute directly to APF's ambition to be the leading provider of trusted information and education for everyone affected by pulmonary fibrosis, while improving stakeholder engagement and using insight and impact data to make future activity even stronger.

Key responsibilities

1. Education Programme Delivery

- Coordinate and deliver a programme of patient education sessions across the year, including online, in-person and hybrid formats.
- Support the Senior Information and Education Manager to develop and maintain an annual education plan and calendar.
- Work with clinicians, speakers, internal colleagues and people with lived experience to shape session content that is accurate, accessible and relevant.
- Host and facilitate education sessions where needed, including welcoming attendees, introducing speakers, managing questions and supporting a positive attendee experience.
- Ensure education sessions are planned and delivered to a high standard, with clear timelines, roles, communications and follow-up.
- Support the development of education in different formats, including options for people who are not confident using digital tools or who may face barriers to accessing online information.
- Explore ways to reach under-served communities and groups, working with colleagues to ensure education is inclusive, accessible and responsive to equality, diversity and inclusion priorities.

2. Registration, Database and User Journey Management

- Lead the effective management of registration processes for education sessions and events, ensuring they are clear, accessible and easy to use.
- Manage attendee communications before, during and after events, including confirmations, joining instructions, reminders, feedback requests and follow-up information.
- Work with Data, Communications, Services, Fundraising and Supporter Care colleagues to define and maintain clear database flows for event and education attendees.
- Ensure registration and follow-up processes support appropriate consent, data capture, segmentation and onward engagement.
- Help create joined-up user journeys so that people who attend APF education or events can access wider APF benefits, including newsletters, support services, fundraising opportunities, resources, campaigns and other services.
- Maintain accurate records of attendees, speakers, stakeholders and follow-up actions, using APF systems consistently and responsibly.
- Identify improvements to the registration and follow-up experience, using feedback and insight to make the journey smoother and more supportive.



Key responsibilities (continued)

3. Events Planning and Delivery

- Coordinate and deliver APF events, including education events, conferences, webinars, symposia and stakeholder meetings.
- Support APF-wide events where required, including staff away days, policy and parliamentary events, and other cross-charity activities.
- Manage event logistics, including venues, platforms, suppliers, speaker coordination, accessibility arrangements, materials, attendee communications and on-the-day delivery.
- Work collaboratively across departments to ensure events are well planned, clearly promoted and aligned with APF's organisational priorities.
- Ensure each event has clear aims, audiences, responsibilities, timelines and evaluation plans.
- Support risk assessments, contingency planning and practical arrangements to help events run safely and smoothly.

4. External Conference Coordination

- Lead coordination of APF's attendance at external conferences and sector events, including BTS, ERS and other relevant conferences.
- Work with colleagues to agree aims, attendees, materials, stand requirements, messaging and follow-up plans for each conference.
- Coordinate practical arrangements such as bookings, exhibition stands, delegate registrations, travel, accommodation, resources and promotional materials.
- Ensure APF representatives are well briefed and have the information and materials they need.
- Support follow-up after conferences, including recording contacts, sharing learning, tracking opportunities and coordinating next steps.

5. Stakeholder Engagement and Cross-Team Working

- Build and maintain effective relationships with clinicians, speakers, partners, suppliers, conference organisers, supporters and internal colleagues.
- Act as a key coordination point for education and event stakeholders, ensuring communication is timely, clear and professional.
- Work closely with Communications to promote events, improve audience reach and ensure consistent messaging.
- Work with Services, Support and Engagement colleagues to ensure education and events reflect the needs of people affected by pulmonary fibrosis.
- Liaise with the HCP Manager and clinical partners to support coordinated healthcare professional education activity.
- Work with Policy and Public Affairs colleagues to support parliamentary, policy and influencing events where required.
- Work with Fundraising colleagues to identify opportunities for event sponsorship, grants or partnership funding, and to support the maintenance of funder and sponsor relationships.
- Contribute to shared planning processes, including annual calendars, cross-team activity planning and agreed handover points between teams.

6. Healthcare Professional Education Support

- Support the planning and coordination of healthcare professional education activity, working with the HCP Manager and relevant clinical colleagues.
- Help ensure HCP education activity is well organised, appropriately promoted and aligned with wider APF priorities.
- Coordinate speakers, materials, registration, communications and follow-up for HCP education where required.
- Support delivery of HCP education sessions where appropriate and agreed.



Key responsibilities (continued)

7. Impact, Evaluation and Reporting

- Track attendance, engagement, feedback and outcomes across education sessions, events and conferences.
- Analyse event and education data to highlight impact, learning and opportunities for improvement.
- Produce clear reports and summaries showing what has worked well, what has been achieved, and what should be strengthened in future.
- Use insight from attendees, stakeholders and colleagues to improve future education and event planning.
- Support the development of consistent impact measures for APF education and events.
- Share learning across teams so that events and education contribute to wider organisational insight, planning and supporter engagement.

8. Content, Materials and Accessibility

- Coordinate event and education materials, ensuring they are accurate, accessible, up to date and aligned with APF messaging.
- Work with subject matter experts to gather and review content before events and education sessions.
- Support the inclusion of lived experience in education and events in a thoughtful and appropriate way.
- Ensure materials are suitable for different audiences, including patients, carers, healthcare professionals, supporters and policy stakeholders.
- Identify opportunities to improve accessibility, including formats for people who are digitally excluded or less confident using online tools.

Person Specification

Essential Experience and Knowledge

- Experience of organising and delivering events, education sessions, webinars, training sessions or similar activity.
- Experience managing registration processes, attendee communications or participant journeys.
- Experience coordinating multiple stakeholders, contributors or speakers.
- Experience working with databases, CRM systems, booking platforms or similar tools to manage records and follow-up activity.
- Experience of supporting or delivering education, learning or information-based activity.
- Experience of monitoring feedback, analysing information and using insight to improve future activity.
- Understanding of the importance of accessible and inclusive communication.

Essential Skills and Abilities

- Strong organisational skills, with the ability to manage multiple priorities and deadlines.

- Excellent attention to detail and confidence managing logistics from planning through to delivery.
- Strong communication and interpersonal skills, with the ability to work with a wide range of stakeholders.
- Confident hosting, facilitating or supporting sessions online and in person, including introducing speakers where needed.
- Able to build effective working relationships across teams and with external partners.
- Able to use data and feedback to understand impact and improve future delivery.
- Able to work proactively, solve problems and keep activity moving forward.
- Able to write clear attendee communications, event briefings and follow-up materials.
- Confident using digital tools, event platforms and databases.
- Commitment to equity, diversity and inclusion, including improving access for people who may be under-served or digitally excluded.



Person Specification (continued)

Desirable experience

- Experience working in a health, charity, membership, education or patient-support setting.
- Experience working with clinicians, healthcare professionals or subject matter experts.
- Experience coordinating stands, materials or attendance at external conferences.
- Experience supporting policy, parliamentary or stakeholder events.
- Experience supporting sponsorship, grant-funded activity or funder relationships linked to events.
- Understanding of the needs of people living with long-term health conditions.

Diversity and Inclusion

At Action for Pulmonary Fibrosis, we are committed to promoting equity and inclusion. Pulmonary fibrosis does not discriminate, and neither do we. We believe that our team should reflect the diverse communities we serve.

We warmly welcome applications from all candidates, irrespective of age, disability, race, sex, pregnancy or maternity, gender reassignment, sexual orientation, religion or belief, or marital or civil partnership status.

Terms of appointment

Contract:	Permanent
Salary band:	Band 2b (Executive) – £31,000–£34,500 per annum
Pension:	Auto-enrolment. APF contributes 3%.
Holiday:	25 days plus 3 discretionary days at Christmas, plus bank holidays.
Location:	Hybrid role – 1 day per week in the charity's Peterborough office, with travel to events, conferences and partner sites as required.
Hours:	37.5 hours per week. Flexible working is supported, with TOIL for agreed out-of-hours work.
Other benefits:	Flexible working policies, free gym membership at Peterborough office, life assurance.
Probation:	Three months.
Notice periods:	Two weeks on both sides during the probation period, extending to the standard APF notice period thereafter.

How to apply

Please submit a CV and a covering letter of no more than two pages outlining your suitability for the role and how your skills and experience meet the requirements of the job description.

Interviews will be held on a rolling basis. First-stage interviews will take place virtually, with successful candidates invited to a second-stage interview at our Peterborough office.

Registered office:

Action for Pulmonary Fibrosis, Studio 8, Stuart House,
St John's Street, Peterborough, PE1 5DD



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