

Everything you need to know about being our Catalogue and Community Lead – Trusted Tech

Parkinson's UK Trusted Tech will connect people with Parkinson's to devices and apps that could improve their quality of life, with the information and tools to choose the right solutions for them.

You'll be central to establishing both the relationships and the processes that will let us build a broad catalogue, create clear and comprehensive product reviews, and support our community of users. You'll work with people inside and outside Parkinson's UK, as well as with the companies who make and sell the tech in our catalogue.

What you'll do

- Create and manage the catalogue of devices and apps, including compiling and editing listing pages.
- Help create suitable processes within Trusted Tech to manage the catalogue.
- Establish and manage long-term relationships with outside companies who make those devices, apps etc.
- Help manage the Review Panel of people with Parkinson's who will provide the trusted reviews.
- Own the relationships with end users of Trusted Tech – people with Parkinson's, their family and carers, and healthcare professionals, ensuring all stakeholders have the best possible experience
- Provide user support, manage user-generated content, and own the code of conduct and its enforcement.
- Create editorial guidelines for Trusted Tech to provide a consistent, appropriate structure and language.
- Gain a deep understanding of the Parkinson's community and of the organisations who supply and use tech to help them.
- Work collaboratively with a small, growing team to create an entirely new service with an established UK charity.
- Contribute your ideas and feedback to the development and growth of the Trusted Tech product itself, through the Senior Product Manager.

What you'll bring

- Great organisational skills, able to make sure everything stays on track and is recorded and reported as needed. **AI**
- Excellent communication, negotiating and influencing skills, able to work effectively with people from a wide range of backgrounds. **AI**
- Ability to work independently as part of a close-knit team. **AI**
- Ability to spot new needs in a changing environment and to take responsibility for meeting them with the team. **AIT**
- Commitment to working with our user communities to co-create the right solutions for them. **AI**
- Experience of managing online content, including writing and editing material for public consumption. **(desirable) AIT**
- Experience of managing relationships with outside companies, including capturing and reporting on progress. **(desirable) AIT**
- Experience of providing excellent customer care. **(desirable) AIT**
- Experience of managing online communities, including moderating user-generated content. **(desirable) AIT**
- Experience of working in a team building brand-new products. **(desirable) AIT**

(A) assessed at the application stage **(I)** assessed at interview stage **(T)** assessed by a test/presentation

A bit more about the role

You'll report to the **Senior Product Manager**.

This is a **permanent full-time position**

You'll work **35 hours a week**.

You'll be based at a **combination between the UK office, London, and home (minimum of 2 days per week in the office)**

You'll be paid **£47,700 per year** - **Travel expenses to the UK office are not covered by the charity.**

Your main relationships will be with:

- **the Trusted Tech product team**
- **the wider Research team**
- **people living with Parkinson's**
- **your Review Panel**
- **external experts and suppliers**
- **stakeholders across the charity**

Be part of the **Research** directorate

We're responsible for implementing Parkinson's UK's research strategy with the goal of bringing better treatments and a cure to people with Parkinson's, in the most cost- and time-efficient manner possible.

Most of the team achieve this by spending our own Research budget on university grants, and drug discovery and clinical trials projects, and providing a leadership role in forming and encouraging collaborations that include people with Parkinson's, researchers, companies, government agencies and charities. The Trusted Tech team is achieving this by building a product focused on non-drug, tech-based options, making sure that people with Parkinson's know what's available and which options meet their needs.

What we offer

Flexi-time – The scheme offers employees flexibility on start and finish times, and the ability to take back time you have worked above your contracted hours.

Annual and Christmas leave – We offer 25 days, rising by an additional day after two years and then another day after four years' service, taking you to 27 days. We also close for three days between Christmas and New Year, and you don't need to book this using your allowance.

Our UK Office - Take advantage of our UK office based in London, Victoria, which offers a great space to work with sit-stand work desks, touch points, collaboration spaces and private working booths. Most of our meeting rooms are now equipped with new Google Meet devices which let you easily conduct hybrid video conference calls and collaborate with both colleagues in the room and those joining remotely.

Interest-free season ticket loan – This will enable you to purchase an advance ticket more cheaply, once or twice a year, and benefit from the savings. You can apply after you're confirmed in post.

Pension – You'll be eligible and auto-enrolled into a pension scheme. We'll double your contribution up to 6% - so if you contribute 2%, we'll contribute 4% etc.

Salary Exchange - The scheme offers you to exchange part of your gross salary for pension contributions. Salary exchange is linked to our auto enrollment pension scheme and is operated on an opt-in basis.

Interest-free educational loan – This is our commitment to invest and support employees with continued learning.

Death in service cover – From your first day of service, we'll pay four times your salary if you're aged between 16 and 70.

Ride2work programme – This is another scheme that enables employees to get tax incentives from cycling to work.

Employee assistance programme – A free and confidential service which ranges from emotional support to financial advice.

Learning and development – A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Parkinson's UK, and we are proud to offer many learning opportunities.

Maternity, adoption and shared parental pay – We offer an enhanced arrangement on the statutory entitlement. This is 8 weeks at full pay and 18 weeks at half pay dependent on your qualifying service.

Paternity pay – We offer up to 2 weeks full pay dependent on your qualifying service.

Family leave – These policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments.

What we do and how we do it

Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.
- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.