

<b>JOB TITLE</b>	<b>COMMUNICATIONS AND ENGAGEMENT CO-ORDINATOR</b>
<b>Salary</b>	£31,722 - £34,100
<b>Hours</b>	37.5 hrs / week
<b>Base</b>	Cambridge, CB22 3AD Hybrid working options available
<b>Team</b>	Communications and Engagement
<b>Accountable to</b>	Head of Communications and Engagement
<b>Terms</b>	Full-time, permanent

**Deadline:** 11:59pm, Thursday 11 June 2026

**Date of Interview:** 2 July or 3 July, 2026

Health Innovation East has an opportunity for a Communications and Engagement Co-ordinator to join our dynamic Communications and Engagement Team.

### **About Health Innovation East**

Great ideas only make a difference for our health when they are put into practice. Whether we're working with global companies, pioneering start-ups, universities or health providers, we help the best innovations in health and care reach the people, places and problems where they deliver most benefit. As the region's experts in health innovation implementation our team includes healthcare professionals, specialist technologists and commercial advisors; our collective skill set is at the forefront of the advances being made across health and care.

The East of England is home to some of the world's greatest science and healthcare practitioners, yet it is also characterised by significant health inequalities. We are proud to be part of a national network that strives to bring the most promising innovations to those who need them.

This post is based primarily in our Cambridge office, with opportunities for hybrid working. Flexible working hours compatible with the role can be considered. There will be a requirement to attend regular in-person meetings locally, within the East of England and occasionally nationally.

### **Role summary**

This role suits a candidate with a keen interest in innovation, communication and stakeholder engagement, who is accompanied by a desire to advance health across the East of England by contributing to solutions to difficult problems, for the benefit of the communities we serve.

Health Innovation East is seeking a communications and engagement co-ordinator to support the work of the communications and engagement team. As a co-ordinator you

will work across the organisation to help tell the company's story to audiences in the East of England and beyond. You will also help understand who our stakeholders are and how best to engage with them.

The post holder will work closely with both the Communications Manager and the Stakeholder and Engagement Manager. The role supports the effective day-to-day use of our digital channels (website, social media etc.), including monitoring their performance. The position also supports the development of Health Innovation East's customer relationship management (CRM) system (Zoho CRM / Zoho One).

The successful applicant will be responsible for a range of the team's analytical, research communications and administrative tasks, e.g. helping develop content, organising corporate data and simple communications campaigns. Once established, developmental opportunities may include supporting health and care innovation projects and contributing towards the team's public affairs goals.

The role requires candidates that are comfortable working in complex environments, who are adaptable, at ease collaborating and can prioritise competing demands.

### **Key responsibilities**

- Support the Communications Manager to review, develop and update the organisation's website. Including undertaking uploads, backlinks, identifying sections for development and actioning.
- Coordinate and support the management of the digital content design, schedule and metrics across the organisation's main social media channels.
- Scan for and recommend creative communication opportunities.
- Distribute Health Innovation East newsletters, simple communications campaigns and internal communications – using our email marketing platform.
- Support the Engagement Manager to administrate and maintain the organisations CRM system (Zoho One / CRM), organising the organisation's data.
- Become proficient in a range of Zoho One applications, supporting the development of surveys, events and other value adding activities available via the platform.
- Promote and support colleagues across the organisations to align their communication activities with Health Innovation East's brand guidelines.
- Source and develop brand collateral.
- Day-to-day support for communications and engagement activity including; administration, inbox management, copy writing, basic graphic design, media planning, public affairs, internal communications, project support and diary management.
- Any other duties commensurate with the role.

## Corporate duties

- Support the Health Innovation East communications team in creating an environment that values risk management and promotes the highest standards of health and safety for the organisation’s employees, supported by policies and procedures as appropriate.
- Comply with current data protection laws and company data protection policy and procedures.
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required.
- Promote equal opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities.
- Observe Health Innovation East’s Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds.
- Work with others appropriately to achieve organisational goals. Comply with the Health Innovation East values and behaviours

## Person Specification

	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• A degree in an associated discipline.</li> <li>• <b>OR</b> vocational qualification equivalent.</li> <li>• <b>OR</b> demonstrable experience working in a similar Communications and Engagement role.</li> </ul>	
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>• Understanding of and experience growing social media channels, in particular LinkedIn.</li> <li>• Clearly familiar with CMS based websites (e.g. WordPress) and editing / improving them.</li> <li>• Clearly articulates the value of customer relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Evidenced experience using a CRM system.</li> <li>• Basic understanding of UK data protection.</li> <li>• Headline understanding of how the NHS is currently structured and operates.</li> </ul>

	<p>management for health innovation focussed organisations.</p> <ul style="list-style-type: none"> <li>• Confident using and able to successfully navigate new software / online platforms.</li> <li>• Clear experience and comfort organising and analysing qualitative and quantitative data (no statistical analysis required).</li> </ul>	
<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Able to write creatively and accurately.</li> <li>• Familiarity with basic graphic design, e.g. Canva, Adobe InDesign, or similar.</li> <li>• Excellent personal organisation skills, including the ability to prioritise, plan, work to tight deadlines and manage a range of complex administrative demands.</li> <li>• Able to work independently, take initiative and assume responsibility for project outcomes.</li> <li>• Evidence of ability to analyse data and draw and communicate insights from it.</li> <li>• Proficient IT skills, including in MS Office and MS Teams; including Outlook, Word, Excel, and PowerPoint, AI platforms.</li> <li>• Demonstrable experience of working as part of a transparent and collaborative team culture.</li> <li>• Commitment to the highest of standards for customer service for both internal and external customers - including confidentiality, tact, and diplomacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Comfortable operating a website analytics platform e.g. Google Analytics.</li> <li>• Eye for detail – experience in proof reading e.g. website content, brochures and other organisational collateral.</li> <li>• Evidence of working alongside one of Health Innovation East’s main stakeholder groups i.e. Health and Care professionals, Entrepreneurs, Academics, Patients.</li> </ul>

<p><b>Right to work in the UK</b></p>	<ul style="list-style-type: none"> <li>• Applicants must be able to provide evidence of their right to work in the UK at the point any job offer is made</li> </ul>	
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## How to apply

To apply please submit your CV and a covering letter **by 23:59 on Thursday 11 June** to [recruitment@healthinnovationeast.co.uk](mailto:recruitment@healthinnovationeast.co.uk) specifying your motivation for applying and how you meet the person specification for the role.

Please ensure that your application contains a positive declaration of your right to work in the UK. If you are shortlisted, you will need to provide the appropriate evidence of your right to work in the UK as we will not be able to progress your application further without this evidence.

We encourage the effective use of AI (accompanied by expert oversight) to support our Communications and Engagement activity. Equally, the team very much values the ability to develop our work independently and in adaptable and creative ways that accurately communicate what we do and the nuances of working across the health and care ecosystem. Use of AI tools is permitted where appropriate; however, all application materials must reflect the applicant's own ideas, experience, and original thinking.

Submission of an application constitutes your consent to reasonable media and public online presence checks during the hiring process.

## Interview Process

Subject to the length of the shortlist for the position: the interview process will have one stage, be in person and include making a presentation on a predefined subject.

We are committed to the employment and career development of people living with a disability. As part of this commitment, we operate a guaranteed interview scheme for applicants living with a disability who in the collective opinion of the selection panel meet the essential criteria for the role for which they have applied. If you wish to be considered for this scheme, please advise [recruitment@healthinnovationeast.co.uk](mailto:recruitment@healthinnovationeast.co.uk) by no later than the closing date above.

We really encourage applications from suitably qualified candidates, particularly from diverse backgrounds, so that we truly represent the rich diversity of our region. Please consider filling in an [equality and diversity monitoring form](#). The completion of this form is entirely optional and there are no consequences for your application if you choose not to provide such information. It will not be seen by anyone involved in shortlisting applicants for interview, or anyone involved in the interview itself. The information provided will be kept confidential and will be used for monitoring purposes only.