

Job Description



Engagement Manager

The opportunity

[The Intensive Care Society \(ICS\)](#) is the heart of the UK's intensive care community, bringing together doctors, nurses, psychologists, pharmacists, and allied health professionals who dedicate themselves to saving and transforming lives. Our mission is to foster groundbreaking research, elevate care standards, and deliver the best outcomes for patients and their families.

The Role

The Engagement Manager is a pivotal coordination role designed to unify the Society's clinical expertise with the lived experience of patients and their loved ones.

Your primary responsibility is the effective management and coordination of our Professional Advisory Groups (PAGs), which are elected members responsible for providing advice and expertise in matters relating to their profession. You will ensure these groups operate efficiently, helping them develop robust work programmes that deliver on the Society's strategic objectives across policy, research, education and campaigns.

Building on this coordination, you will embed the patient voice through our Patient, Relatives and Public Advisory Group. You will integrate the lived experience voice into the heart of our work, ensuring that guidelines, campaigns, and educational resources consider patients' perspectives priorities, and that the Society as a whole is an organisation with patients at their loved ones at the heart.

Working in a matrix style with the Head of Policy, Standards and Research and the Head of Communications and Membership Engagement, you will lead on key deliverables including lay summaries of clinical guidelines, joint advocacy campaigns for equitable care, and the ethical sharing of patient stories to humanise our policy asks. You will also work closely with the Communications team to integrate the patient voice into our communications outputs across social media content, newsletters, blogs, and audiovisual content.

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Job title:	Engagement Manager
Reporting to	Head of Policy, Standards and Research
Salary	£39,000
Job purpose	The Engagement Manager will ensure clinical expertise and patient experience are effectively embedded into our strategic objectives. You will work across our Professional Advisory Groups and lead the development of our patient voice function, ensuring our work is authentically co-produced and driven by the people we serve and support. You will work collaboratively across the organisation to translate the strategic priority of professional and patient voice into tangible outcomes within our public affairs, education, fundraising and research activities.

Intensive Care Society | 7-9 Breems Buildings | London | EC4A 1DT
T: +44 (0)20 7280 4350 E: info@ics.ac.uk W: www.ics.ac.uk

Patron: HRH, The Princess Royal

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To apply: please send your CV and a supporting statement (maximum 500 words) outlining how you meet the essential criteria listed in the person specification to HR@ics.ac.uk

- **Closing date:** applications must be received by **9am Monday 20 April**.
- **Interviews:** scheduled to take place on **1 May**.
- **Applicants must have the right to work in the UK.**
- **Hybrid working with a minimum of two days in the office in London.**

Benefits

- Defined contribution pension scheme after three full months service (employer contribution 5% and employee contribution 3%). The option for employees to contribute an additional 1% to their pension then ICS will match that with an additional 1%. Salary sacrifice scheme.
- Life assurance (after 3 months service) which provides a death in service payment of twice basic salary.
- Confidential Counselling Helpline 24 hours per day, 365 days a year for employees needing confidential help and advice. Telephone support on any matter that is causing upset or anxiety.
- 25 days annual leave and additional annual leave during the office closure period between Christmas and New Year, in addition to the bank holidays.
- One extra day of annual leave for every complete year worked up to a maximum five days.
- Payment towards eye tests up to £50 per annum.

Key Accountabilities

1. Coordination of Professional Advisory Groups (PAGs):

- Lead the operational coordination of the Professional Advisory Groups, assisting them in developing and maintaining structured work programmes to shape UK practice across all areas of intensive care.
- Coordinate membership engagement through PAGs to drive and increase membership.
- Work with the PAGs and the wider organisation to identify and deliver jointly where the patient voice will add value.
- Facilitate the direct involvement of patients and relatives in PAG meetings and workflows, ensuring their lived experience shapes professional standards and education priorities.

2. Developing Patient Information & Resources

- Partner with patient groups and clinical experts to produce accessible, accurate, and high-quality information regarding intensive care, recovery, and long-term outcomes.
- Producing lay interpretations of the Society's guidelines and standards to ensure they are understandable and relevant for patients and families.

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3. Joint Advocacy & Campaigning

- Working with the Policy and Comms teams to launch and manage advocacy campaigns that unite clinical authority with patient testimony to make a political case for equitable access and improved quality of services.
- Target specific areas of high patient interest (such as access to rehabilitation, mental health support for survivors, and critical care research funding) to drive policy change.
- Collaborate with the Fundraising team to build patient voice into fundraising narratives demonstrating the Society's charitable impact.

4. Sharing Patient Stories & Impact

- Facilitate ethical sharing of patient and family stories to clearly demonstrate the impact of intensive care services, influence policy, improve practice and support the Society's fundraising goals.
- Develop reporting mechanisms to track the impact of this engagement.

Person Specification

Essential

- Ability to manage professional groups, committees, or stakeholder networks, with an ability to drive work programmes forward.
- Experience managing relationships with members in senior clinical and advisory roles, negotiating competing priorities and managing expectations.
- Evidence of strong interpersonal skills with an ability to navigate complex or sensitive conversations and mediate conflicting perspectives with patients, carers and families to achieve mutually understood outcomes.
- Experience of bringing patient and carer perspectives into policy, clinical, or public affairs initiatives.
- Experience of co-producing policy or practice-changing initiatives where professionals and laypeople work as equal partners.
- Excellent written and editorial skills, with a specific ability to translate complex technical or clinical information into accessible content for a lay audience (e.g., lay summaries of guidelines).
- Experience of working closely with communications colleagues in telling stories of patients through a variety of communications channels to drive engagement and greater understanding of the Society's work among lay audiences.
- Experience in developing patient stories that support advocacy or fundraising activity and of using stories to influence decisionmakers.

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- Strong project management skills, including the ability to manage conflicting priorities, budgets, and risks.
- Excellent facilitation skills, with the ability to navigate sensitive conversations between high-level clinicians and emotionally affected lay groups.
- Proficient in Microsoft 365.

Desirable

- Experience working within health membership bodies or the charity sector.
- Knowledge of health inequalities and strategies to improve inclusion.
- Experience mobilising campaigners or managing ambassador networks.
- Media relations experience, particularly regarding sensitive case studies.

Other

- Commitment to the Society's values and policies.
- Right to work in the UK.

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