



ARTHRITIS ACTION

Engagement and Events Co-ordinator

JOB DESCRIPTION

Location:	Home-based, Midlands region (with regular travel and monthly visits to the London office near Old Street)
Start date:	November 2025
Contract:	Permanent
Hours:	Full-Time (37.5 hours per week)
Salary:	£25,000 - £28,000
Reporting to:	Services Manager
Closing date:	25th September 2025

Purpose: This is an exciting and varied opportunity to join Arthritis Action at a pivotal time as we deliver our 2024–2026 strategy. As our **Engagement and Events Co-ordinator (Midlands)**, you'll play a key role in expanding our reach and impact across the region, ensuring more people have access to our support, resources, and information.

You'll engage with a wide range of communities and professionals and support the delivery of online groups and outreach projects. From working with underrepresented communities to helping us connect with younger adults living with arthritis, this role offers scope to make a real difference.

Key Responsibilities – the role will include but not be restricted to:

Community Outreach & Engagement

- Build and maintain relationships with local organisations, healthcare professionals, and community leaders.
- Organise and deliver presentations and outreach activities to promote Arthritis Action's services.
- Actively support the delivery of our Equality, Diversity and Inclusion (EDI) Strategy by engaging with diverse and underrepresented communities across the Midlands, including ethnic minority groups and people in low-income areas.

Online Groups & Events

- Facilitate and support Online Arthritis Action Groups and Self-Management Events, including managing group logistics, promotion, and administration.
- Identify and coordinate guest speakers for group sessions.
- Gather and report feedback to improve service delivery.
- Ensure confidentiality and safeguarding policies are upheld.

Networking & Relationship Building

- Identify and pursue new networking opportunities with community, healthcare, and voluntary sector partners.
- Represent Arthritis Action at regional and national events.
- Support collaboration across projects and teams to maximise impact.

General Duties

- Work closely with the Communications Team to ensure effective promotion of groups and events via social media and the website.
- Maintain up-to-date records, including inputting data into the organisation's database (eTapestry).
- Attend and contribute to the internal Equality, Diversity and Inclusion Working Group.
- Carry out other duties appropriate to the role as required.
- Support, nurture and facilitate Online Arthritis Action Groups and Events.
- Organise networking opportunities and presentations.
- Attend local and national events as required.
- Create and retain relationships with localised contacts including community organisations and healthcare professionals.
- Help us implement our Equality, Diversity, and Inclusion Strategy by reaching out to diverse communities including Ethnic Minorities and Low-Income areas across the Midlands region.
- Support the development of our younger adult projects through researching and contacting organisations to ensure 18-40s are aware of our resources and information.

Location

This is a home-based role located within the Midlands region. The post requires frequent travel throughout the Midlands, and candidates must have access to their own vehicle. Monthly travel to our London office is required. All reasonable travel expenses will be reimbursed.

PERSON SPECIFICATION

Experience & Skills

Criteria	Essential	Desirable
Proven experience in community engagement or outreach	✓	
Strong project management and organisational skills	✓	
Excellent verbal and written communication skills	✓	

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Proficiency with Microsoft Office	✓	
Confident in group facilitation and public speaking	✓	
Ability to research and establish partnerships	✓	
Proficiency with video conferencing tools		✓
Experience using a charity database (e.g., eTapestry)		✓
Experience delivering training content		✓
Experience working as part of a small team		✓
Fluency in a second language (e.g., Urdu, Punjabi, Bengali)		✓

Essential Personal Attributes

- Excellent interpersonal and customer service skills
- Self-starter with the ability to work independently
- Collaborative team player with a positive, proactive attitude

Benefits

As a valued member of our team, you will get:

- 25 days annual leave, rising to 30 days after five years), plus Bank Holidays and 3 additional days for our Christmas office closure.
- 7.5% employer pension contribution/2.5% employee contribution.
- 24 hour, 365-day access to the Employee Assistance Programme.
- Cycle to Work Scheme.
- Annual Eye Tests.

How to apply

Applications should be in the form of a **CV** and a **covering letter** explaining your interest in and the role and how your skills and experience meet the requirements. Please include your email address, telephone number and location within the Midlands region.

Applications should be received by **12.00 p.m. on Thursday 25th September 2025** at the latest. We may close the job prior to the closing date subject to receiving sufficient applications. Therefore, so we encourage early submissions.

First round of interviews will take place on Zoom on 30th September 2025. The second round will take place at the London office, date TBC. Reasonable travel expenses for the second stage will be reimbursed.

Arthritis Action is committed to building a diverse and inclusive workplace. We actively welcome applications from underrepresented groups and individuals with lived experience of arthritis or similar conditions.

Arthritis Action is an equal opportunities employer. We treat employees and applicants in the same way regardless of age, disability, marital status, gender reassignment, race, colour, nationality, ethnic origin, sexual orientation, religion, or belief.