



Candidate Pack

Role: Community Resuscitation
Programme Officer



British Heart
Foundation

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Appointment of Community Resuscitation Programme Officer



Dear Candidate,

Thank you for your interest in our role of Community Resuscitation Programme Officer at British Heart Foundation (BHF).

It is my privilege to lead the Medical team for one of the UK's largest charities and the biggest independent funder of research into cardiovascular disease in the UK.

Our vision is a world where everyone has a healthier heart for longer. A world where fewer hearts stop without warning and more of us can live well for longer with the people we love.

We know achieving this won't be easy. But thanks to decades of discovery and scientific advances – we are more confident than ever.

Together, we believe we can stop the devastation for the millions affected by these conditions. All it takes is passionate people like you standing alongside us and believing in the power of research to create a better, brighter, healthier world for everyone.

As a Community Resuscitation Programme Officer you'll support the mission of improving cardiac arrest survival by expanding CPR and defibrillator training nationwide. You'll manage funding, logistics, and stakeholder engagement to ensure smooth programme delivery and continuous improvement.

We want an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the potential cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

BHF is also proud that we are working towards being a truly diverse organisation, with an Equality, Diversity and Inclusion (EDI) strategy setting out a roadmap of changes with want to see. Our growing commitment to equality, diversity and inclusion spans across our organisation and we pride ourselves on being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Professor Bryan Williams
Chief Scientific & Medical Officer



About us

If you had a heart condition in the early 1960s, your chances of survival were slim. At that time, cardiovascular disease caused more than half of all deaths in the UK, and 7 out of 10 people who had a heart attack in the UK died.

It was clear that something had to change, and fast. So, a group of cardiologists formed British Heart Foundation (BHF) in 1961 and set out to find lifesaving answers through science and provide health information and support to those who need it most.

Since then, research we've funded has been at the forefront of scientific progress across the globe. We've helped transform treatments for heart attack, helped to restart hearts with the development of portable defibrillators and proved that statins can save lives, offering hope to those who desperately need it.

These are incredible achievements and a testament to the passion of the researchers we fund and BHF staff, volunteers, and supporters. Thanks in part to these breakthroughs and many others, the number of people dying from cardiovascular disease each year in the UK has nearly halved since BHF was set up. But our work is far from over.

Despite the strides we've made, cardiovascular disease remains the world's biggest killer. In the UK alone, 1 in 4 of us

die from them. It affects people of all ages and can stop hearts unexpectedly – leaving gaping holes in families and futures in tatters. This is why our research is still needed.

Hearts are precious. We write from them. Sing from them. Follow our dreams with them. And while we understand more about them today than we did seven decades ago, there is still so much left to discover. BHF can't tackle these conditions alone. The only way we can rise to some of the biggest challenges in cardiovascular medicine and save more lives is by continuing to fund scientific research.

Our vision is a world where everyone has a healthier heart for longer. Where fewer hearts stop without warning and more of us can live well with the people we love.

We know achieving this won't be easy. But thanks to decades of discovery and scientific advances, we are more confident than ever. Together, we want to stop the devastation for the millions affected by cardiovascular disease. All it takes is passionate people like you and believing in the power of research to create a better, brighter, healthier world for everyone.

“CPR and heart surgery saved my life when I was six. Research made that happen.”

Jadyn Briggs



Being a responsible charity



Every year we make further progress to being a more sustainable, fairer and well-governed charity.

We raise money to fund research to find cures and develop treatments for the world's biggest killers. And we are determined to do this in a responsible way.

When it comes to environmental factors, links to cardiovascular disease are clear. Research shows that people living with cardiovascular disease are more likely to be negatively impacted by extreme weather such as intense heat and cold.

We're also committed to making BHF as sustainable as possible throughout its operations. This includes a commitment to reducing avoidable waste, and reducing our carbon footprint with a commitment to be a net zero organisation by 2045, at the latest.

This covers all areas of our activities, from direct emissions, such as the heating we use in our BHF offices and stores, to the much more significant indirect emissions from within our supply chain through to how the research we fund is undertaken.

Our sustainability targets are ambitious and have been designed in accordance with the Greenhouse Gas Protocol and the Science Based Targets Initiative (SBTi). Our roadmap to net zero has six focus areas.

- energy efficient and zero emission buildings
- zero emissions transport
- product sourcing and suppliers
- travel and logistics
- waste and circular economy
- responsible research funding.

BHF remains dedicated to investing our funds responsibly, in line with our mission and values.

Sometimes the research we fund may involve animals; this isn't something we take lightly and you can read more about our commitments in research on our website.



Our strategy

Our strategy sets out how we aim to save and improve lives on a scale more ambitious than ever before.

Our vision is a world where everyone has a healthier heart for longer. We'll get closer to that day by focusing on three goals:

- We will stop heart disease before it starts, by revolutionising how we prevent it
- We will save more lives from heart disease by discovering groundbreaking treatments and cures
- We will support everyone with heart disease to live a longer, healthier life.



Belonging

Our push for equality, diversity and inclusion takes many forms, including how we manage our organisation, and how our research funding helps to tackle health inequalities.

An important starting point is making sure BHF's workforce reflects the general population so we can better represent the experiences and voices of the communities we support. A more diverse, inclusive, and fair BHF will not only improve the quality of what we do, but the impact we have.

The ongoing work of our Health Inequalities and Research Inequalities working groups demonstrate our commitments to improve EDI beyond our own workforce, and into the wider healthcare systems and research ecosystems we work so closely with

We want all of our BHF colleagues to have development and progression opportunities, and to embed a more inclusive culture throughout our organisation. Our EDI strategy sets out our roadmap of the changes we want to see.

We have a number of affinity groups within the organisation. These include spaces for working parents, individuals from different religious, racial, and ethnic backgrounds, members of the LGBTQIA+ community and those with disabilities and long term health conditions. These are designed to be spaces for colleagues to feel connected, included and heard.

Colleagues frequently organise internal events to foster a sense of belonging, often led by one of our Affinity Groups which serve as a focal point for colleagues with shared interests to come together. For example, we enjoyed a fantastic and joy-filled celebration of Diwali at both our London and Birmingham offices.

We want to fund lifesaving research for everyone. We can help to achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.



Building an inclusive and supportive environment

We recognise the importance of ensuring BHF offers an environment that allows all our colleagues and volunteers to thrive. Our equality, diversity and inclusion (EDI) strategy, continues to deliver positive improvements to ensure this is the case.

Whilst working at BHF, we actively encourage our colleagues to feel safe to bring their true selves to work. We strive to create a culture where colleagues are inquisitive about diversity and keen to get involved in all activities which make individuality and inclusivity part of what we do every single day.

Improving diversity in research

Making the world a fairer place is an important goal, one that we are proud to contribute to by tackling inequalities in cardiovascular health, improving the diversity of our research workforce, and making BHF a more inclusive place to work.

We want to have achieved greater inclusivity in the funding and the design of research, as well as in the cardiovascular research community. We have focused on collating data that defines our starting point, so we can take the right action to improve diversity.

We've published our first research funding diversity report. The report provided valuable insight that is helping us shape our future actions to address under-representation in our research community.

Staff engagement

Every year we reinforce our EDI commitment through a colleague engagement survey, to help us understand how we can continue to improve.



One of the most important questions is whether BHF has created an environment where people of diverse backgrounds can succeed. Last year, 2023-24, we were at 86% and set a target score of 90% for January 2025 which we are pleased to say we achieved this year!

Enhancing our benefits

We aim to empower and support the health and wellbeing of everyone who works at BHF, and so we continually review our staff benefits to ensure they are fair and attractive both to current and potential employees.

We've recently added a holistic and flexible Support Leave provision for everyone. This provides extra paid time off to support colleagues or others close to them during a life event.

Celebrating Pride

Pride is a chance for us to learn and show support for the LGBTQIA+ community. BHF colleagues have taken part in Pride events across the country since 2018, including Pride marches in Edinburgh, Cardiff, Belfast and London.

Wellbeing

We take immense pride in fostering an environment that prioritises the health, safety, and wellbeing of our employees, volunteers, and customers. Our excellence in health, safety and wellbeing is about cultivating a culture where every individual feels valued and safe.

One of our standout initiatives is the Live Well Work Well project group, which plays a pivotal role in enhancing workplace wellbeing. This group organises a myriad of activities and resources aimed at promoting and supporting mental, physical, social and financial health.

At BHF, we believe that a safe and healthy workplace is the foundation of success. As we continue to innovate and grow, our commitment to health, safety, and wellbeing remains unwavering. Join us and be a part of an organisation that not only values your professional contributions but also cares deeply about your overall wellbeing.

A flexibly connected organisation

Our flexibly connected programme allows colleagues to work flexibly, in a way that helps unlock their best work for the cause.

The programme has been engaging with our Champions network, gathering insights from colleagues through our Ways of Working Study, to continuously adapt the approach where needed. It was awarded the Best Flexible Working Strategy at the HR Excellence Awards.

Join us at BHF and be part of a team that truly cares about your wellbeing. Together, we can make work to a world where everyone has a healthier heart for longer, while supporting each other every step of the way.



Our People Power

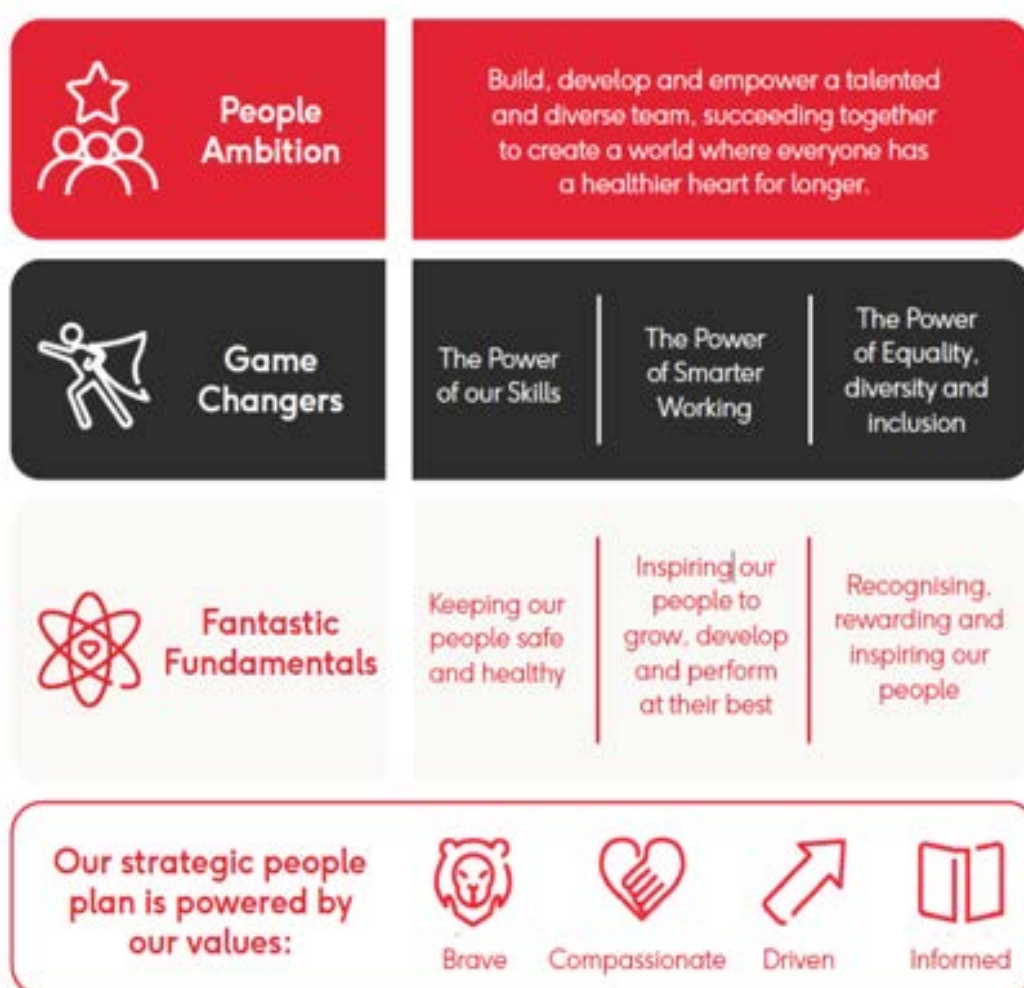


Our vision is a world where everyone has a healthier heart for longer, but we can't get there without our brilliant colleagues and volunteers.

At the heart of Our People Power sits our central people ambition, through which we will drive performance to further progress and accelerate BHF's lifesaving work, leveraging the unique talents and skills of our people.

We will power up our people to bring their best every day, providing a brilliant work experience, continuing to make BHF a great place to work. Through inspiring, empowering and enabling our people, whatever their role and background, we will collectively power towards our vision as a world where everyone has a healthier heart for longer.

To achieve our strategic aims, we need everyone pulling in the same direction. Our people ambition unites us all, bringing all our people (colleagues and volunteers) together to play their part in creating a world where everyone has a healthier heart for longer.



Our values

We are proud that the work we do is funding groundbreaking, lifesaving research. Our vision is a world in which everyone has a healthier heart for longer.

That's why our values are key to defining who we are, how we do things and how we can achieve our ambitions so that every pound we raise funds the research that keeps millions of hearts beating.



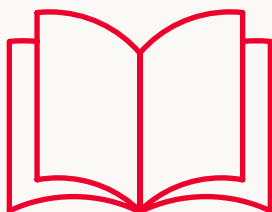
Brave

We speak out.
We're decisive.
We're innovative.



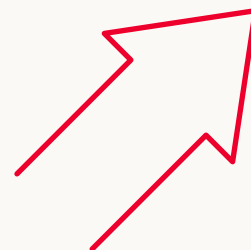
Compassionate

We're open and honest.
We respect others.
We care.



Informed

We're clear.
We're open minded.
We work together.



Driven

We're focused.
We're determined.
We keep learning.

Our benefits

We all achieve more together when we're happy and healthy. As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here. Our generous benefits include:



Annual leave

Our annual leave allowance of 30 days plus bank holidays is among the best in the sector.



Health care

We offer employees private healthcare, dental health cover and a contribution towards your gym membership.



Family care

We offer 12-weeks' pay for all family leave including maternity, paternity, adoption and neonatal care leave and are committed to offering returning parents and guardians the opportunity to work flexibly.



Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



Support leave

We offer a holistic support leave of up to 10 days leave to support colleagues in time of uncertainty, where you may need to take additional time away from work to support yourself or others during a life event, such as caring.



Pensions

Our generous pension scheme will support you to save for your retirement. You can contribute a minimum of 3% but can increase this to 8% or more, with employer contribution starting at 5% and increasing to a maximum of 10%.

Job description



Job title	Community Resuscitation Programme Officer		
Directorate	Medical		
Team	Health Partnerships & Community Resuscitation		
Reporting to	Senior Programme Manager/Delivery Manager		
Agility contract type	Hybrid	No of direct reports	0
Location	London office (NW1 7AW) and home		
Budget responsibility	TBC		
Job level	6	Date	Oct 2025

Role Summary

One of the British Heart Foundation's (BHF) strategic health objectives is to ensure that everyone in the UK has the opportunity to learn lifesaving CPR and defibrillation skills, helping to improve survival rates from out-of-hospital cardiac arrests. To achieve this, the BHF are expanding its reach through impactful programmes that deliver these skills to communities nationwide, regardless of location.

This role is key in supporting the daily operations of two core programmes: CPR training and the funded community defibrillator initiative. This position is responsible for ensuring that programme processes are implemented efficiently and effectively, with a strong focus on delivering a high-quality experience for all stakeholders.

Key responsibilities include managing funding applications through a bespoke grant management system, processing invoices and financial documentation, and preparing monthly reconciliation reports to support timely payments and resolve financial queries. The role also involves coordinating with supply partners to ensure the smooth delivery of equipment to community groups.

As the first point of contact for external stakeholders, the Programme Officer gathers valuable insights to inform improvements to the digital CPR training experience and works closely with internal teams to support continuous development. The role oversees enquire OneCRM and desk, maintains accurate customer data in OneCRM, and ensures that all interactions are handled with professionalism and care. Operating as a subject matter expert across multiple programmes, the role represents Community Resuscitation in cross-directorate meetings and collaborates with teams across the organisation to support wider programme activity.

This role contributes directly to BHF's mission to improve health outcomes and strengthen its position as the nation's heart charity.

Key responsibilities



Support the daily operations of Community Resuscitation programmes

Work flexibly across the portfolio to support the delivery of new and existing Community Resuscitation programme activity. Provide hands on support where required including the following key duties:

Community funding programmes

- Validate, assess and process applications for community defibrillator grants
- Answer and troubleshoot all enquiries relating to application forms and respond to applicant queries
- Monitor status of applications and follow up outstanding issues promptly
- Ensure records on databases are maintained and up-to-date
- Ensure grants process is adhered to and identify areas for improvements when necessary
- Recognising, flagging and resolving data issues when they arise
- Work with IT department to ensure the funding rounds are set up securely on system, testing processes in advance.
- Deliver a timely and considered customer journey for all defibrillator funding applicants and liaise with suppliers re. stock/delivery fulfilment
- Provide input into programme reviews and work with the Continuous Improvement team to streamline processes

Administration and support

- Oversee all Freshdesk inbound Community Resuscitation enquiries ensuring all receive a timely and appropriate response and receive a high standard of customer care
- Liaise and communicate effectively with internal and external customers including outreach to support insight work.
- Act as a funnel for feedback from wide stakeholders and maintain feedback points such as chatbots, emails, calls in order to communicate findings to wider working group
- Provide key information for team members as required
- Order and coordinate resources for external events where required
- Assist the Customer Service Centre with escalated enquires as the key contact, and support with regularly updated FAQ's
- Provide input and feedback into engagement emails, attend regular marketing meetings and work closely with marketing & retention teams should support be required.
- Provide input and feedback into digital training product changes, representing views of customers where possible
- Work with enabling functions to ensure OneCRM is updated regularly with Survival data for Schools and Organisations, and changes are made where required e.g., updated suppressions list and eligibility criteria
- Oversee ongoing support for CPR training in schools, working with the customer journeys team where necessary to help conversions to digital tools
- Liaise with suppliers and ensure stock is replenished when required for collateral or merchandise
- Liaise with digital teams to request changes to webpage content where required
- Provide input into programme reviews and work with the Continuous Improvement team to streamline processes
- Providing assistance to organisations who want to offer digital CPR training, supporting the Delivery Manager in partner meetings

Key responsibilities



Finance

- Raise purchase orders & process expenses
- Liaise with Finance department to resolve any invoice queries swiftly
- Resolve invoice or purchase order queries with suppliers across all programmes
- Provide monthly finance reports for Programme Manager to support in programme funding reports
- Work closely with Finance colleagues to reconcile end of year report

Monitoring and Reporting

- Help evaluate Community Resuscitation activity by contributing to regular performance and impact reporting using online reporting tools
- Responsible for compiling monthly reports relating to applications processed
- Provide information and data for regular and ad hoc reports as required
- Provide external organisations updates on their CPR training performance as required
- Ensure Manager and team colleagues are updated and fully informed of any issues arising
- Maintain accurate filing and archiving processes.

Other

- Work closely with team members to plan required work
- Manage workload within your area(s) and escalate to Programme Manager/Delivery Manager as needed
- Champion the Community Resuscitation activity across the BHF
- Ensure all systems, processes and programmes are compliant with BHF policy
- Contribute to an open, learning, innovative, collaborative, and inclusive culture within the team and across the BHF
- Work across HP&CR team to provide ad hoc support as needed
- Occasionally represent the programme at relevant conferences or events, travelling as required (including some travel outside office hours)
- Support the BHF's commitment to improving equality, diversity and inclusion for all who are involved with our programmes

Knowledge, training and qualifications



Essential:

- IT literate and proficient in the use of Microsoft Office Word, Excel, Outlook and online applications
- Knowledge of finance processes, purchase orders, invoices etc.
- Knowledge and understanding of the BHF and organisational objectives

Desirable:

- Knowledge and understanding of out-of-hospital cardiac arrest, CPR and defibrillator best practise

Experience

- Experience of working on diverse programmes in large organisations in a support role
- Experience of processing financial information and tracking spend against budget
- Experience of customer service including handling a wide range of enquiries, particularly by telephone and email
- Experience of customer management systems
- Previous experience of undertaking process mapping and project management is desirable
- Experience in a role managing own workload and key areas of responsibility
- Experience of working with a wide variety of internal and external stakeholders

Skills and attributes



- A positive 'can-do' attitude and flexible approach
- Ability to interpret and understand customer requirements and adapt to fit their needs
- Willingness to learn new skills and build knowledge of different areas of the organisation
- Adept in the Microsoft Office suite and customer relationship management systems
- Ability to maintain and develop effective systems
- Able to manage own workload with effective prioritisation of tasks
- Ability to collaborate effectively
- Excellent communication skills, both written and verbal
- Customer centric, someone who will continuously seek to improve services to meet customer needs
- Good numeracy skills and excellent attention to detail
- Proven organisational, planning and time management skills to enable efficient multi-tasking
- Comfortable delivering to deadlines & meeting targets
- Strong team player, able to develop strong working relationships with internal colleagues and external stakeholders
- Able to use initiative, recognise issues as they arise and deal with them in a timely manner

Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

Data protection

During your employment, this role will encounter some personal data. The role will be permitted to access and use the following types of personal data:

- Personal details, contact information and/or family details

If you find yourself with access to personal data you are not authorised to have, you must report it to your line manager and the IT Service Desk immediately.

How to apply



To apply for this role please use the apply button via the jobs page on our website. Our process involves submitting your CV and a supporting statement, which should outline your interest and explain how you meet the criteria stated in the person specification. You may also be asked a few application questions, depending on the role you're applying to.

All applications are managed by our Recruitment team. If you wish to speak with a member of the team regarding the role and your application please contact us on careers@bhf.org.uk

Should you need any adjustments to the recruitment process at application stage please contact the Recruitment team on careers@bhf.org.uk





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