

Community Engagement Manager

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Company: Ieso Digital Health

Location: United Kingdom

Category: other-general

At Ieso everyone is committed to the same goal: transforming the way mental health problems are treated worldwide. As one of the UK's largest and most trusted providers of digital mental healthcare, the work we do already changes lives every single day. But our mental healthcare revolution is just getting started.

The Community Engagement Manager plays an essential role in fostering relationships between Ieso and the community. The main purpose of the role is to drive awareness of Ieso in the areas where we are contracted to deliver self-referrals into our NHS Talking Therapies services. Primarily this will be in Surrey where we are an Any Qualified Provider (AQP) in Surrey Heartlands ICS and Surrey Heath Place.

This role is key to developing care pathways in to Ieso through the key organisations in the local mental health landscape, in particular across primary care.

TO NOTE: THIS IS NOT A DIGITAL MARKETING ROLE

We have a 190-strong team and a health and wellbeing package to support you each and every day, alongside plenty of opportunities for growth and development as we all strive to achieve our collective ambition.

Reports to: Customer Success Director, Commercial Team

Location: Surrey - Remote. Primarily required for community engagement in Surrey – in person and virtually.

Job type: Fixed-term contract to October 2025

Key Responsibilities:

Raise awareness and promote Ieso's services across commissioned areas

Liaising with: GP surgeries, Primary Care Networks, Social Prescribers, VCSEs, Perinatal and Maternity services, and large local employers

Responsible for driving a steady stream of qualified referrals to ieso

To ensure ieso is embedded within areas through engaging with multiple stakeholders

To deliver digital and face-to-face promotional presentations

To actively build and nurture strong connections with all key stakeholders, fostering a deep understanding of our service, engagement with the specific audiences we serve and to establish pathways into other services.

Join meetings to actively support and champion the mission of ieso.

Take a strategic approach to communications to increase engagement

To support and provide vital insight to the Commercial Team

Provide monthly updates and insight reporting to Commercial Team

Liaise with the Marketing Team to collaboratively develop an array of captivating promotional materials, including crafting a vibrant and informative IESO newsletter.

Supporting the Customer Success Managers with the management of their NHS Talking Therapies contracts, as required

Requirements

Essential

At least 2 years of experience in a Customer facing role

You are passionate about healthcare and making a difference to people's lives

Experience of delivering digital presentations and training to key stakeholders

You have an innate drive to take initiative and are motivated to achieve your goals.

You possess a strong commercial mindset.

There will be travel involved – would suit someone based in/close to Surrey as this

will be the main area of focus

You are flexible, adaptable and highly organised

You are eager to take the initiative in discovering new opportunities to raise awareness about our services.

Strong written and verbal communication skills

You will build a stakeholder distribution list, working with ieso's Marketing Team to develop required communications to drive awareness in our service amongst the population

You are open, transparent and responsive in supporting customers with their needs and objectives

A full UK driving license

Desirable

Possessing a reputable healthcare qualification

Benefits

We'll reward you with a competitive basic salary along with a range of excellent benefits including:

Up to 5% matched pension contribution.

25 days holiday per year plus 8 bank holidays, 3 extra days for Christmas office closure, and the ability to purchase more.

Car Allowance

Private Medical Insurance and other healthcare plans.

Death in Service 3x salary.

Discretionary bonus scheme (following successful probation).

Extensive training and development options.

Five Ways to Thrive Well-being Programme.

Active Sports and Social Clubs.

Flexible benefits package including will writing, financial advice and a range of other benefits

ieso is one of those rare places where anyone from anywhere with any background or experience is free to come and do their very best work. We believe in the diversity of thought, as that's what helps us to help our patients.

Diversity & inclusion studies have shown that certain people are less likely to apply for a role unless they meet 100% of the job requirements. Here at ieso, we look for people who can add to our company culture and reflect our values, whilst understanding that certain skills and experiences can be taught. So whoever you are, if you like the look of one of our roles, we encourage you to apply as you could well be our needle in a haystack.

As an equal opportunity employer, equity, diversity and inclusion are values that are critical to our success. Our people are our strongest asset - come and see for yourself!

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