

Job Description

Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

Job title	Services Development Manager, Scotland and Northern Ireland
Directorate	Research, Support & Influencing
Team	Services
Job title of reporting manager	Head of Community Support Services (UK)
Job title(s) of direct reports	Services Development Coordinators
Document created (Month and Year)	March 2021

Overview of directorate

The Research, Support and Influencing Directorate is responsible for delivering Breast Cancer Now's strategy through our world-class research, our award-winning services and our successful campaigning. It brings together our research portfolio, our support services (including our Helpline), our team of nurses, our public health and wellbeing team, and our work on policy and influencing.

The Directorate has a central role in making sure we achieve our vision, that by 2050, all those who develop breast cancer will live, and live well and this cannot be achieved without the support and guidance of our partners, our supporters and those affected by breast cancer.

Thanks to the work of the directorate, we will provide support for those affected by breast cancer today and hope for the future.

Background

The Community Support Services (UK) team is responsible for developing and delivering Breast Cancer Now's services, working in partnership with the NHS and voluntary and statutory organisations in locations across the UK.

Job purpose

To support the development and delivery of services for people affected by breast cancer, particularly the Moving Forward services.

To be responsible for the strategic management, quality and operational delivery of services across Scotland and Northern Ireland, working with a delivery team of permanent and contract staff.

Key tasks and duties

Management

- To manage the successful planning and delivery of face-to-face and digital services for people with primary breast cancer in accordance with Breast Cancer Now's organisational strategy and targets, as well as contributing to the planning of the Living with Secondary Breast Cancer service in the assigned region.
- To maintain strong and mutually beneficial relationships with existing partner organisations, and seek out and develop new ones, in line with the annual plan, ensuring meaningful engagement and mutually beneficial outcomes are attained.
- In conjunction with the Head of Community Support Services (UK) and the Head of Personalised and Specialist Support Services, assist with the promotion of Breast Cancer Now's full range of services to partner organisations, healthcare professionals, other stakeholders and our clients, ensuring regular and routine referral to all services delivered in the locality.
- To undertake research and needs assessment into aspects of services as appropriate, in conjunction with the Head of Community Support Services (UK) and the Head of Personalised and Specialist Support Services and investigate any new areas of service delivery or potential partnership opportunities as appropriate.
- To ensure quality standards are monitored and maintained.
- To manage the delivery of an effective service evaluation process across all assigned areas of responsibility and produce/contribute to organisational reports.
- To organise and facilitate services' events and meetings as necessary, including being the lead facilitator on some occasions.
- To support the Head of Community Support Services (UK) in planning and monitoring expenditure within the services budget, ensuring best value and cost-effectiveness in all areas of work.
- To provide leadership, management support and guidance to the Services Development team to ensure services are delivered consistently in accordance with the agreed service model and quality assurance framework.
- To oversee the recruitment, training and management of Moving Forward Facilitators and ensure that quality assurance is consistent and well-managed.
- To delegate work to the Services Support Team and other support staff and provide guidance and support as necessary to ensure tasks are successfully completed in line with agreed deadlines and outcomes.

- To work with the Volunteer Hub to recruit volunteers for this service area, ensuring all volunteers are fully trained and competent to deliver the service, and offering on-going supervision and guidance where required, ensuring that good relationships are maintained.
- To work with the Services Development Coordinators and the Services Support team to ensure all administrative processes are fit for purpose, streamlined and enable analysis of service delivery and impact.

Engagement – external

- To maintain and develop effective working relationships with healthcare professionals, other voluntary sector organisations and cancer information services to support the effective development and delivery of services.
- To represent Breast Cancer Now to the general public, healthcare professionals and other interested groups, giving talks and presentations to promote our work and impact.
- To keep informed of current developments in the field of breast cancer, particularly related to this service area, attending relevant conferences, seminars and training courses.

Engagement – internal

- To work with the Heads of Services and other departments on the marketing and promotion of the services portfolio to ensure reach targets are achieved, maximise links between different strands of work and contribute to the wider organisational strategy.
- To work closely with other members of the Services team, especially other Service Development Managers across the UK to provide a seamlessly integrated range of services, cross-referring clients to other services as appropriate.
- To work closely with the Volunteer Hub in the recruitment, training and support of service delivery volunteers.

General

- To be an effective member of the team, presenting a positive impression of the team and the service.
- To recognise, respect and promote the different roles and diversity of the individuals within the team.
- To attend internal and external meetings as required.
- To attend training as required and make the most of opportunities for personal and professional development.
- To travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.
- To operate within Breast Cancer Now's organisational policies.
- To adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Relevant management qualification or equivalent management experience.
- Of service and project development, management and implementation, preferably through involvement in information, health or other support services.
- Of staff management or supervision.
- Of developing and managing a variety of relationships remotely with different stakeholders, for example service users, permanent and contract staff.
- Of reviewing, implementing and monitoring the effectiveness of systems and processes
- Of working with and managing volunteers.
- Of working in partnership and maintaining relationships with health or social care professionals.
- Of facilitating events and meetings.
- Of managing budgets and obtaining best value for money.

It is **desirable** for you to have the following qualifications and experience:

- Of negotiating prices with suppliers to ensure services are delivered within budget.
- Of working in the voluntary sector (paid or unpaid), or in in a health or social care setting.
- Of developing and managing digital services.

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Excellent organisational and time management skills, including the ability to multi-task effectively i.e., the ability to work on own initiative, prioritise workload, manage conflicting priorities and meet tight deadlines.
- Excellent oral and written communication skills, with a particular emphasis on maintaining effective relationships with a wide range of healthcare professionals and other stakeholders.
- Ability to implement and manage change and negotiate and influence at a variety of levels.
- Ability to work as part of a busy team, and with other teams across different geographical sites.
- Ability to effectively lead and motivate a team of staff and self-employed therapists, often at a distance, and contribute to a successful matrixed way of working.
- Willingness to travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.
- Confidence in dealing with unexpected situations and problems that arise as a result of the nature of these client groups, including when working alone and away from Breast Cancer Now's premises.

Knowledge

It is **essential** for you to have the following level of knowledge:

- Understanding of and commitment to diversity and equal opportunities and the willingness to apply this to the work.
- Understanding of, and commitment to, the importance of maintaining confidentiality regarding client information.

- Good working knowledge of IT systems and packages including Windows and Microsoft Office (in particular Word, Excel and Outlook).

It is **desirable** for you to have the following level of knowledge:

- Knowledge and understanding of the particular issues faced by people with secondary breast cancer.
- An understanding of the issues faced by people affected by breast cancer or experience of working with people affected by cancer or other sensitive or vulnerable group.

Role Information

Key internal working relationships

You will work closely with the following:

- Head of Community Support Services (UK)
- Head of Personalised and Specialist Support Services
- Services Development Manager, North and Midlands,
- Services Development Manager, London and South East,
- Services Development Manager, Wales and South West
- Services Development Manager, Someone Like Me
- Services Development Manager, Secondary Breast Cancer
- Services Development Manager, Younger Women
- Services Support and Centre Manager (and team)
- Volunteer Hub

Key external working relationships

You will work closely with the following:

- Healthcare Professionals
- Cancer support organisations

General information

Location of role	Please note that currently Breast Cancer Now is following Government guidelines regarding working from home. Although the role is based in Glasgow the expectation is that once restrictions are eased we will follow a blended approach between office and home working. The address of the Glasgow office is: Robertson House, 152 Bath St, Glasgow G2 4TB
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.
Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.