

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	Editorial Assistant
Directorate	Fundraising, Communications and Engagement
Team	Brand and Communications
Job title of reporting manager	Senior Editorial Manager
Job title(s) of direct reports	N/A
Document created (Month and Year)	May 2021

Overview of directorate

The newly formed Fundraising, Communications and Engagement Directorate at Breast Cancer Now has overall responsibility for communicating, engaging, and fundraising to key audiences across a range of channels. The Directorate leads on communicating the charity, its work and impact, to all those affected by the disease; their friends and family, and those audiences key to delivering impact. It provides high-quality, engaging information and communications about breast cancer and ways to engage with Breast Cancer Now.

The team leverages the strength of its bold brand, reputation, and cause to create compelling ways by which people can engage with and financially support Breast Cancer Now's work. The Directorate is led by patient voices from all parts of the population and champions their views and needs across a range of communications and platforms. The Directorate uses digital channels innovatively and effectively to drive effective service delivery, deliver information, and drive engagement and fundraising with supporters and partners.

The Directorate is responsible for delivering £12.7M net income for the charity to continue its critical work to provide support for today and hope for tomorrow through a wide range of fundraising activities.

The Directorate works collaboratively with the public, patients, supporters, partners, influencers, celebrity scientists and healthcare professionals to develop communications, information and fundraising that builds awareness, trust, loyalty, passion, affinity, and influence.

The Directorate is responsible for the following key areas:

- Brand, Marketing and Communications
- Digital and Strategic Insight
- Press, PR and Celebrity
- Individual Giving and Supporter Operations
- Community and Events
- Corporate Partnerships
- Philanthropy and Special Events

All members of the Directorate work closely with the Services, Clinical, Research and Policy Directorate to understand the crucial work Breast Cancer Now does and to promote and amplify it widely, to drive more support and engagement for its continuation across key stakeholders.

Job purpose

- To be the first point of contact for many people getting in touch with the Health Information team.
- To provide administrative services and operational support for the Health Information team and our rolling schedule of more than 100 health and patient information packages.
- The top priority is to support quality standards, and production and distribution of our health information by finding, commissioning and monitoring external reviewers (healthcare professionals and people affected by breast cancer), ensuring project records are filed, and entering records on our database. Our reviewers are vital to our work and it is important they are communicated with well and thanked for their contribution.
- In addition to being the first point of contact for people inquiring about our information, this role liaises with our fulfilment warehouse, compiling statistics and facilitating publication orders.
- This role also offers the opportunity for personal and career development in editorial skills in online and print publishing particularly as it relates to health information.

Key tasks and duties

Administrative

- To be the first point of contact for the Health Information team via phone, post and email.
- Maintaining, updating and recruiting to our reviewer database, ensuring contacts remain willing to be volunteer reviewers of our health information, updating their details and meticulously recording activity information on our database.
- Sourcing suitable medical and lay readers from the database to review each item of a rolling programme of patient information publications; making ongoing contact with readers to ensure they meet deadlines. Liaising sensitively and assertively with lay readers and editors to renegotiate deadlines if needed.
- Supporting the cross-organisational Patient Information Priorities Meetings (three times a year), including minute-taking.

- Fulfilling external requests for large print, Braille and audio versions of our publications.
- Administrative support for Patient Information Forum TICK MARK.
- To maintain the master list of patient and health information, updating the content of individual packages, amending review dates and proactively checking with editorial leads to ensure the list is up to date.
- To produce accessible formats of patient information for the website including pdf, e-book, audio and foreign language materials.
- To support the team to produce monthly emails to our healthcare professional audience.
- Informing internal and external contact about updates to our print information including Helpline team, Services team and Legal Deposit Libraries.

Impact and Evaluation

- To prepare regular and accurate stock and statistics reporting from warehouse reports and Google Analytics.
- To collate and distribute to interested parties, a monthly update on usage of our print and online information
- To seek out ways to further measure the reach and impact of our health content via user surveys and feedback on specific information

Editorial

- With support and mentorship from other team members develop writing, editing and proofreading skills.
- To champion and enforce brand, house style and tone of voice.

General

- To be an effective member of the Health Information team, presenting a positive impression of the team and its work.
- To recognise, respect and promote the different roles and diversity of the individuals within the organisation.
- To keep up-to-date with new developments in health information.
- To attend regular team meetings and managerial supervision.
- To attend internal and external meetings and training as required.
- To work closely with other team members to maintain accurate records, in accordance with Breast Cancer Now's editorial policies and the Patient Information TICK MARK.
- To maintain confidentiality.
- To sensitively deal with personal data in accordance with our data protection requirements.
- 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:

- Of administration systems and record-keeping
- Of recording and analysing data using Excel or similar programme

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

- Of working with health-related materials
- Of voluntary sector (paid or voluntary)
- Of editorial processes
- Of using digital insight tools, such as Google Analytics and Search Console
- Of using Drupal content management system or other similar systems

Skills and Attributes

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

- Confident communicator, with good customer service skills
- Excellent all-round IT skills, for example in Excel, Word, databases
- Excellent record-keeping and analytical skills
- Sound organisational skills
- Ability to prioritise workload
- Demonstrable willingness and ability to learn new skills
- Accuracy and meticulous attention to detail
- Initiative and a proactive attitude
- A collaborative team player
- Committed to and understanding of issues relating to equality of opportunity
- Tact and discretion when dealing with sensitive and confidential information

Knowledge

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

- Working knowledge of databases and their uses
- Understanding of the need for reliable, accessible, evidence-based health information and how administration systems contribute towards producing such information

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

- Basic knowledge of breast cancer diagnosis and treatment
- Knowledge of desktop publishing software

Role Information

Key internal working relationships

You will work closely with the following:

- Health Information Team
- Nursing Team
- Digital Team
- Brand and Communications wider team
- Supporter Engagement Team

Key external working relationships

You will work closely with the following:

- Healthcare professionals
- People affected by breast cancer
- Patient Information Forum

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 London the expectation is that once restrictions are eased we will follow a blended approach between office and home working. The address of the London office is Ibex House, 42-47 Minories, London EC3N 1DY
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.