

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	Senior Officer, Patient Experience
Directorate	Research, Services and Influencing
Team	Patient Experience Team (part of the wider Services Team)
Job title of reporting manager	Head of Patient Experience
Job title(s) of direct reports	N/A
Document created (Month and Year)	July 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.

Job purpose

To play a key role in the development and delivery of the organisation's patient experience activities. This includes delivery of our Service Pledge programme as well as supporting other patient experience initiatives, helping to ensure people with breast cancer receive the best possible standards of care.

Key tasks and duties

Patient Experience and Service Improvement (breast care services)

- To coordinate the delivery of the Service Pledge programme in breast cancer services across the UK.
- To act as lead contact for specified hospitals to ensure successful delivery of their Service Pledge programme, including volunteer management, facilitation of meetings and external communications.
- To support the development and implementation of a long-term strategy for the expansion and sustainability of the organisation's patient experience work.
- To develop and manage strong relationships with charity, NHS, patient and healthcare professional partners, including establishing appropriate communication methods and considering how these relationships can be maximised to provide wider benefit to the work of Breast Cancer Now.
- To develop and maintain core processes to ensure the effective delivery of our Service Pledge programmes.
- To ensure that project plans are in place for all areas of work, and that these plans are delivered.
- To ensure effective evaluation, reporting and internal/external communication of activities and impact for all areas of work and propose alternative plans and activities when performance is not on track.
- To maintain an up-to-date knowledge of effective service improvement and innovation models, particularly in relation to improving patient experience.
- To maintain an up-to-date knowledge of current guidelines and best practice for breast cancer treatment and care.

Engagement and involvement

- Work with those affected by breast cancer to gather insight into key issues, experiences and ideas.
- Share insight and learning from the Service Pledge programme and other patient experience work as appropriate with others (internally and externally) who can benefit from this knowledge.
- Work closely with the Services Development and Delivery team, and Volunteering to ensure all engagement and involvement activities adhere to the necessary policies and procedures, including GDPR (General Data Protection Regulations), inclusivity and safeguarding.
- Keep up to date on the latest models and best practice for effective patient and public involvement.

Working across the organisation

- To work closely with the Brand, Marketing and Communications team to ensure all patient experience work is consistent with the organisational brand guidelines and tone.
- To work closely with colleagues in the Scotland, Wales, London and Sheffield offices to ensure a joined-up approach across the UK.

- To ensure that the work of the team supports, and is integrated across, the organisation and is communicated internally and through external communications as appropriate.
- To ensure that the charity's website contains relevant and up-to-date information about the charity's patient experience work and draft articles and updates about key activities for the charity's publications.

General

- To be an effective member of the team, presenting a positive impression of the team and the service.
- To be able to undertake occasional travel within the UK, outside of normal office hours, in the evenings.
- To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- 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:

- An undergraduate degree, or equivalent experience, preferably with a component of particular relevance to the role.
- Managing projects within specified timelines and budgets, including producing plans, risk assessments, delivering projects across teams and departments, and effectively leading their implementation.
- Developing and managing strong relationships with a wide variety of stakeholders, including interacting sensitively with people who are living with/have lived through distressing personal experiences.
- Data analysis and writing reports.
- Working in patient involvement and/or service improvement, ideally either within the NHS or charity sector.
- Directly carrying out or commissioning qualitative and quantitative insight research, including surveys and focus groups.

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

- Working in partnership with other organisations.

Skills and Attributes

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

- Excellent communication skills (verbal and written) including strong public speaking skills and the ability to translate complex information into accessible language suitable for non-expert audiences e.g., policy makers, the media, the public and people affected by breast cancer.
- Excellent interpersonal skills, including confidence in working with senior colleagues and stakeholders and the ability to deal sensitively with patients and the public.
- Excellent organisational skills, with the ability to organise your work effectively, setting objectives and prioritising your workload in a busy environment, working under pressure and at times to tight deadlines while delivering on long-term objectives.
- Ability to effectively facilitate meetings and discussions.
- Ability to work well as a member of a team, with a wide variety of people.
- Ability to use Microsoft Office applications and the internet proficiently.
- Willingness and flexibility to undertake occasional travel within the UK, outside of normal office hours, in the evenings.

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

- Ability to use Enterprise software or similar CRM database systems proficiently.

Knowledge

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

- An understanding of and commitment to the principle of involving patients in shaping and developing health services.
- An understanding of breast cancer and its impact and how these inform Breast Cancer Now's vision and mission.
- An understanding of the UK health systems, cancer services and NHS structures, both nationally and locally.
- Basic knowledge of key issues for breast cancer, including reducing risk, early diagnosis and treatment options.
- Knowledge of breast cancer patient pathways, including key challenges for patients
- An understanding of and commitment to issues relating to equality of opportunity and the ability to implement change in this area.
- An understanding of data protection law and how it applies to the storage and use of supporter data.

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

- Detailed knowledge of the key roles which make up a breast multi-disciplinary team (MDT).

Role Information

Key internal working relationships

You will work closely with the following:

- Head of Patient Experience
- Senior Officer, Patient Experience
- Patient Experience Lead
- Evaluation and Impact Manager
- Other members of the Services team
- Other members of the Research, Support and Influencing Directorate
- Members of the Fundraising, Communications and Engagement Directorate

Key external working relationships

You will work closely with the following:

- NHS partners and healthcare professionals
- Private healthcare providers
- Women and men affected by or at risk of breast cancer, particularly service users and supporters
- Volunteers
- Other charitable organisations and patient groups
- Corporate partners
- Funders
- Relevant professional networks and membership bodies

General information

Location of role	The role is based in our Glasgow or Sheffield office. We are following a blended approach between office and home working. The address for the Glasgow office is Robertson House, 152 Bath St, Glasgow G2 4TB. The address for the Sheffield office is St James House, Vicar Lane, Sheffield S1 2EX
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.