

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	Involvement Officer
Directorate	Research, Support and Influencing
Team	Patient Experience (Part of the wider Services Team)
Job title of reporting manager	Patient Experience Lead
Job title(s) of direct reports	Not applicable
Document created (Month and Year)	September 2022

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.

Overview of Breast Cancer Voices

People affected by breast cancer are at the heart of everything we do. Breast Cancer Voices is made up of people whose lives have been changed by breast cancer, and who use their diverse experiences to shape our work – from services to research, campaigns to fundraising, and everything in between. So that together, we can keep accelerating research and providing vital support, every way we can.

Job purpose

Working closely with the Patient Experience Lead to amplify the voice of lived experience throughout the charity's work and beyond, enabling anyone affected by breast cancer to have a voice and influence whether in support services, breast cancer research, policy, patient treatment and care, and other work in the field of breast cancer.

This will include:

- Being a point of contact for colleagues and external contacts, building confidence and trust in our team and maintain positive relationships with all stakeholders
- Expanding and diversifying the voices and experiences we hear from and involve
- Embedding a culture of involvement across the organisation by championing the importance of lived experience in decision-making and our involvement values

Key Tasks and Duties

Strategy Delivery

- Seek out new voices and relationships to ensure the organisation's work is informed and driven by a diverse and representative range of people affected by breast cancer, by supporting the development and delivery of an effective engagement plan.
- Organise and facilitate activities such as focus groups, workshops, meetings and events for service users, volunteers, healthcare professionals and colleagues, as required.
- Ensure our involvement processes are sustainable, streamlined and support the long-term strategy, by providing and sourcing feedback and ideas for improvement.
- Continuously evolve our organisation's involvement practices and activities, in line with the strategy and values and in collaboration with (doing with, rather than to or for) people affected by breast cancer.

Verbal and written communications and relationship-building

- Lead on the delivery of our communications plan to highlight the voices of lived experience and our involvement and insight work to key stakeholders.
- Work with the Patient Experience Lead to develop and deliver a plan to communicate our work and the voices of people affected by breast cancer both internally and externally.
- Engage new and diverse voices as well as developing existing relationships, by organising and leading activities, events and communications in line with the involvement strategy.
- Develop and maintain strong mutual relationships with people affected by breast cancer and other key stakeholders.
- Organise, lead and facilitate workshops, focus groups, events and other activities, together with the Patient Experience Lead, Voices and other key stakeholders.

Managing our 'Breast Cancer Voices' community

- Manage the day-to-day operations of our 'Breast Cancer Voices' – the organisation's virtual community of people affected by breast cancer who help inform and shape our work.
- Record, manage and respond to internal and external involvement requests.
- Be a point of contact for Voices and other key stakeholders, providing support and guidance and helping to resolve issues.
- Draft copy in line with the Voices values and tone of voice and build, and send out emails.

- Manage and develop the Voices experience, including our webpages, supporter journeys, and reward and recognition.
- Manage our Voices Volunteers, working closely with the Patient Experience Lead and Volunteering Team.
- Evaluate the impact of our involvement work, including gathering feedback, supporting with report-writing, and implementing and communicating outcomes and recommendations.

Working across the organisation

- Seek opportunities to champion the value of lived experience and the importance of effective involvement across the organisation.
- Identify opportunities to enhance Breast Cancer Now's work through the meaningful involvement of people affected by breast cancer across the organisation.
- Work with the Services Support Team (part of the wider Services Team) and other relevant colleagues and volunteers to ensure admin tasks are successfully completed in line with agreed deadlines and outcomes.

General

- To be an effective member of the Services Team and the wider charity, working collaboratively and productively with colleagues.
- To present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- To recognise, respect and promote equality and inclusion across our activities and in your working practices.
- To attend internal and external meetings as required.
- To maintain and improve competencies through continuous professional development, attending training as required.
- To adhere to all Breast Cancer Now's policies and procedures
- To travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.
- 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 experience:

- Of working in a complex administrative role with minimum supervision
- Of developing strong relationships with a wide variety of stakeholders, including, for example, internal and external colleagues, associated professionals, volunteers and service users
- Of drafting engaging copy for online, email or print
- Of adapting verbal and written communications to different audiences
- Of working closely with volunteers
- Of working with surveys and survey data
- Of database management

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

- Of working with people with lived experience, particularly to inform decision-making
- Of facilitating focus groups or developing surveys
- Of recruiting and managing volunteers

Skills and Attributes

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

- Commitment to principles of co-production and a respect for the variety of skills, experiences and expertise brought by different people
- Excellent verbal and written communication skills and an ability to deal confidently and inclusively with a wide range of people
- Excellent organisational and time management skills, including the ability to use own initiative, prioritise workloads and meet tight deadlines
- Ability to flex and adapt to change when required, sometimes at the last minute
- Ability to identify opportunities for improvements, proactively bringing own ideas with the confidence to challenge and be challenged
- Facilitation or presentation skills or willingness to develop skills in this area
- Ability to work on own initiative and as part of a team, as well as with other teams across different geographical sites
- Willingness to enhance personal and professional development
- A willingness to work variable hours, with occasional weekend and evening work, and travel within the UK

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

- Confidence in dealing with unexpected situations and problems that arise

Knowledge

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

- An understanding of the value and principles of effective involvement
- An understanding of the principles of equality, diversity and inclusion and an application of those principles to this work
- Understanding of current data protection legislation.
- Good working knowledge of IT systems including Microsoft Office (Word, Excel and Outlook) and database systems

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

- Knowledge and understanding of the challenges faced by people affected by breast cancer or other life-limiting illness

Role Information

Key internal working relationships

You will work closely with the following:

- Patient Experience Lead
- Evaluation and Impact Manager
- Services Leadership Team
- Internal Communications Lead
- Volunteer Hub
- Services Support Team
- Digital and Strategic Insight Team
- Data Team

Key external working relationships

You will work closely with the following:

- People affected by breast cancer.
- Researchers.
- Universities/other academic institutions

General information

Location of role and our hybrid working practice

This role can be based in any of our four offices located in the UK. However, in line with our hybrid working practice, full-time staff members may choose to work up to three days per week from home. The other days will primarily be based in one of the following Breast Cancer Now offices:

Sheffield office: St James House, Vicar Lane, Sheffield S1 2EX

or

Cardiff office: 14 Cathedral Road, Cardiff CF11 9LJ

or

Glasgow office: Robertson House, 152 Bath St, Glasgow G2 4TB

or

	London office: 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.