

Directorate

Corporate services

Team

Impact and evaluation – part of the wider transformation, impact, insight and strategy (TIIS) team

Reporting manager

Head of impact and evaluation

Our charity

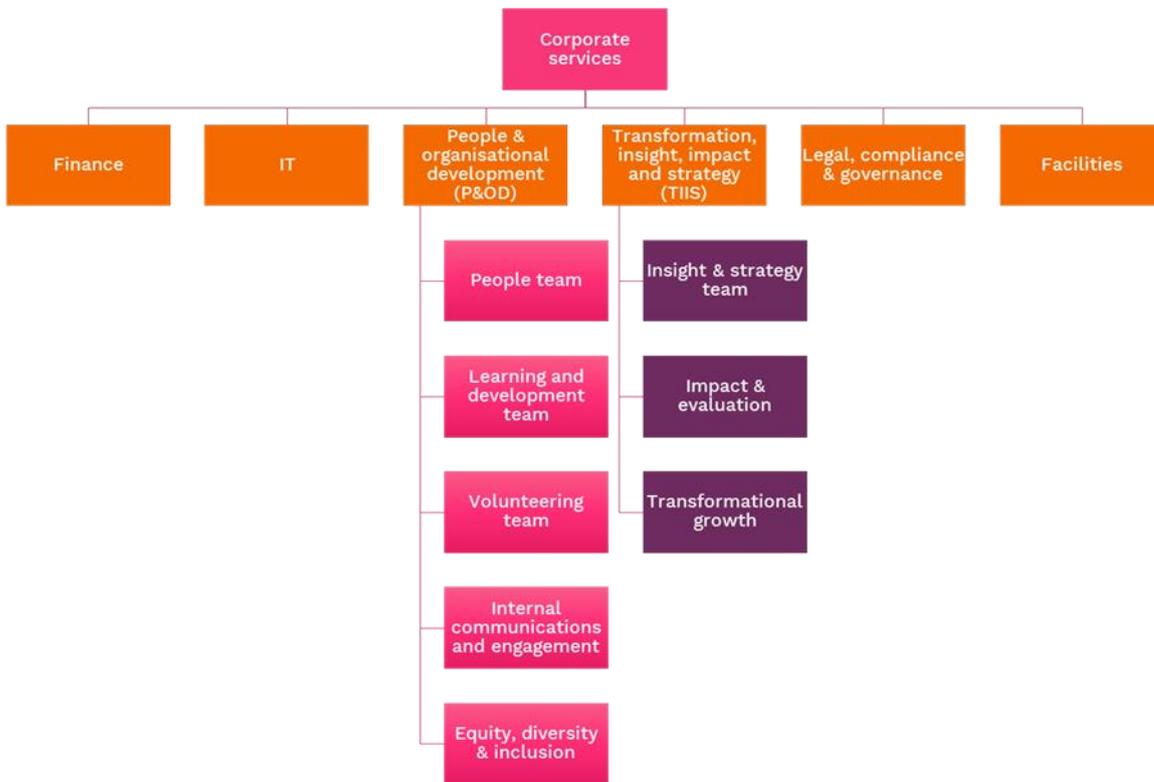
We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However, you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The corporate services directorate provides professional support services for the organisation. Our role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals. We do this through legal compliance, business planning, people and organisational development, impact evaluation, insight gathering, strategy development, professional dealings with internal and external stakeholders, and by following good business and sector practice. The directorate is made up of the following teams:



The role of the transformation, insight, impact and strategy team is to ensure that breast cancer voices are heard, insights drive action, evaluation drives progress, and we seek growth opportunities that accelerate our impact.

Job purpose

To support evaluation projects for teams across the organisation particularly the research, support and influencing directorate which 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.

In addition:

- Conduct regular impact evaluations of our existing and new information and support services (with services, nursing, healthcare professional engagement health information, and digital teams).
- Work with other teams across the charity to evaluate the impact of other activities and functions.
- Develop Breast Cancer Now's evaluation methodology, including involvement of people with lived experience.
- Work with teams across the charity to embed the use of evaluation evidence in improvement processes.
- Support the creation of accessible and creative dissemination of impact evidence and evaluation findings to internal and external audiences.
- Build evaluation capability across the organisation.

Key tasks and duties

Impact evaluation

- Lead the design and delivery of annual and bespoke impact evaluation of the information and support services provided by teams across the organisation, including developing theories of change, collecting data, analysing results and presenting findings.
- Support teams across the charity to embed evaluation into improvement processes, planning and decision-making, and the design and piloting of new projects.
- Support other teams across the organisation to develop evaluation plans and processes that are appropriate to their activity, such as policy work and healthcare professional engagement.
- Work with the evaluation senior officer to ensure that evaluations are delivered in line with the evaluation schedule.
- Lead the development of our evaluation methodologies to ensure we capture the views of a wide range of stakeholders and can draw on multiple evidence sources to develop evaluation findings and recommendations for improvement.
- Oversee the work of the evaluation senior officer to ensure that processes relating to the delivery of evaluations and collection of data are effective and efficient.
- Lead on developing evaluation frameworks for new initiatives and transformational growth projects across different directorates, as required.
- Appoint and manage external agencies to deliver evaluations to agreed milestones and budget, as required.
- Develop and implement ways to involve people affected by breast cancer in designing and delivering evaluation activities, working with the involvement team.
- Identify and implement measures to make our evaluation processes more accessible to different groups of people who are affected by breast cancer.
- Lead on the development of an annual service evaluation summary report.
- Keep up to date with methods and practices in evaluation, impact measurement and impact reporting, and develop networks with evaluators in other organisations.

Impact and evaluation culture

- Be responsible for delivering the impact and evaluation strategy, in collaboration with the impact manager and head of impact and evaluation.
- Work with the head of impact and evaluation and the impact manager to develop and embed a culture of evaluation, impact measurement and continuous improvement throughout the organisation.
- Work with other members of the TIIS team to develop learning resources to increase the capability of colleagues to evaluate their activities and use evaluation findings as insight.

Evidence and reporting

- Work closely with the relevant teams to develop and deliver effective methods to communicate the outputs and outcomes of our evaluation activities and impact evaluations to a range of internal and external audiences.
- Work with services, nursing, healthcare professional engagement health information, digital and brand, communications and marketing teams to ensure creative, appropriate and accessible dissemination of our evaluation findings to a range of internal and external stakeholders.
- Work with relevant teams to ensure that evaluation evidence and insight supports service development and improvement.

Management

- Lead, motivate, support and develop the evaluation senior officer.
- Set clear and SMART objectives with the evaluation senior officer in line with the organisational and local plans, conducting appraisals and reviews in line with organisational policy.

Equity, diversity and inclusion

- Use evaluation evidence to help identify how to develop and evolve our existing services to meet the needs of people affected by breast cancer.
- Ensure evaluations are designed in an accessible, inclusive and equitable way.

General

- Ensure all data management and processes are GDPR (General Data Protection Regulations) compliant.
- Be an effective member of the charity, working collaboratively and productively with colleagues.
- Present a positive impression of our services and the charity to internal and external stakeholders.
- Recognise, respect and promote equality and inclusion across our services and in your working practices.
- Attend internal and external meetings as required.
- Maintain and improve competencies through continuous professional development, attending training as required.
- Travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.
- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties within the scope and remit of the role, as agreed with your manager.

Person specification

Experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of delivering impact evaluations of services or projects using a range of quantitative and qualitative methodologies, including surveys, focus groups, interviews, and creating theories of change	X	X
Experience of analysing quantitative and qualitative data to support process improvement or development, ideally within a policy or service development setting	X	X
Experience of developing strong relationships with a wide variety of stakeholders, including, for example, internal colleagues, service users, healthcare professionals and volunteers	X	X
Experience of effectively disseminating evaluation reports findings to different audiences using a variety of communication and media channels	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of leadership and line management including successful and consistent handling of all aspects of staff management	X	
Experience of influencing colleagues to bring about culture change related to evaluation, impact or evidence-based decisions-making	X	X
Experience of managing external agencies to deliver evaluations	X	
Experience of involving people with lived experience in evaluation design or delivery	X	X

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Excellent project management and planning skills across multiple projects	x	x
Excellent collaboration skills, able to work across teams and recognise and balance the needs of all interested parties/stakeholders in the development and delivery of evaluation projects while achieving the best results for the organisation	x	x
Confident facilitation skills	x	x
Strong analytical skills and the ability to interpret and summarise evidence from multiple sources and produce clear messages that can be used to influence peers and decisions makers	x	x
Effective communication skills through formal and informal means, including excellent oral and written communication	x	x
Ability to demonstrate evidence based thinking and critical appraisal	x	x
Ability to work on own initiative and be confident in making sound, independent judgements	x	x
Flexibility in approach to work to enable a fast response to changes in the external environment and/or changes in internal priorities	x	x

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Knowledge of quantitative and qualitative evaluation methods and how to apply them	x	x
Excellent knowledge of Microsoft Excel (or other software) to analyse data, e.g. creating graphs, conducting thematic analysis	x	
Good working knowledge of IT systems including Microsoft Office (Word, and Outlook)	x	

An understanding of, and commitment to, equality, diversity and inclusion and an application of those principles to evaluation	x	x
Understanding of, and commitment to, current data protection legislation	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Knowledge of how to use online tools such as Miro to aid collaboration	x	x
Knowledge and understanding of the challenges faced by people affected by cancer or other life-limiting or long-term conditions	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Services team
- Nursing, healthcare professional engagement and health information team
- Policy, evidence and influencing team
- Public health, inclusion and awareness team
- Digital team
- Involvement team
- Services support team
- Brand and marketing teams
- Compliance team

Key external working relationships

You'll work closely with the following:

- People affected by or at risk of breast cancer
- Our volunteers
- Our facilitators and therapists
- Healthcare professionals referring to our services

General information

Role location and our hybrid working model	<p>This role can be based in either our Cardiff, Glasgow, London or Sheffield office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in either:</p> <p>Tudor House, 16 Cathedral Road, Cardiff CF11 9LJ (open Monday to Thursday)</p> <p>Robertson House, 152 Bath St, Glasgow G2 4TB (open Wednesday and Thursday)</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p> <p>or</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p>
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's no alternatives.
Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't 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 shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
Our commitment to equity, diversity and inclusion	We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

How to apply guidance

We hope you choose to apply for this role. In support of your application and in addition to you completing the application form, you're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated June 2024

Find out more about us at
breastcancer.org

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CANCER
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support charity