

Team leader, Here for You

Directorate

Research, support and influencing

Team

Personalised support services

Reporting manager

Development manager, Here for You

Direct reports

Support officer, Here for You x2

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 research, support and influencing directorate is responsible for delivering Breast Cancer Now's work, through our 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 health and patient information, 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

This role is responsible for the management and development of the Here for You delivery team. This includes training and line managing support officers and volunteers who make initial and follow up calls to primary and secondary breast cancer patients. This new role has been created to take on day to day responsibility of the Here for You

delivery tasks, ensure patients get calls within service level agreements and provide timely and trusted information and support to people diagnosed with breast cancer. This involves leading the team, responding to safeguarding issues, collecting data, and guide the team to deliver excellent information on the phone. The role also involves collaborating with colleagues focusing on the Here for You expansion, as well as working with colleagues across the primary services, secondary services and personalised support services. The role also liaises with our Helpline team.

Key tasks and duties

Team leadership

- To be responsible for managing support officers and volunteers, prioritising allocated call and tasks for the delivery team.
- To make sure that the calls are delivered within the agreed timeframe and manage any calls over-capacity.
- To make initial, 3 month and 6 month follow up calls to people referred to Here for You
- To manage staff call rotas and support the development manager, Here for You in the recruitment of new staff as appropriate.
- Act as the first point of contact for safeguarding concerns and complaint escalation for the delivery team.
- Address patient queries in writing or by telephone including the handling of complaints showing empathy and professionalism.
- To implement regular evaluation processes to ensure high quality standards are monitored and maintained as agreed with the development manager, Here for You.
- To lead on the monthly data report in collaboration with the development manager, Here for You.

Wider Here for You related duties

- To work with the development manager, Here for You and the 2 support officers, Here for You (geographies) to ensure Here for You's growth is sustainable.
- To manage internal referrals to other support services effectively and review conversion rates.
- To have a creative way of working and have ideas for areas for improvements to processes.
- To explore future opening hours and resources needed for Here for You.
- To contribute to the Here for You lived experience project group.

Platform management and databases

- To liaise with our platform provider and address any concerns.
- To ensure that the customer record management databases are kept up to date.

- To work with the development manager, Here for You and colleagues, in the procurement and testing of any possible new platform as and when required.
- To manage over-capacity calls, SLA times and call allocations.

Working across services and teams

- To work with the primary and secondary services managers to proactively seek opportunities to collaborate and find opportunities to deliver a cohesive offer.
- To ensure that the Here for You key messages are communicated effectively across all teams.
- To regularly meet with the Helpline and review referrals from Here for You to the Helpline and vice versa.

General

- To be an effective and proactive member of the services team and the wider charity, working collaboratively and productively with colleagues.
- To demonstrate a commitment to equality, diversity and inclusion and proactively promote an inclusive environment in your working practices.
- To maintain and improve competencies through continued professional development, attending training as required.
- To occasionally travel throughout the UK and 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

Qualifications and experience

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

	Method of assessment	
	Shortlist	Interview
Demonstrable experience of working in a busy, fast paced people facing team	X	X
Experience of managing staff teams or volunteers	X	X
Experience of working with a CRM database	X	X
Experience of working with people from different backgrounds, including vulnerable adults	X	X
Experience of supporting people over the phone.		X
Experience managing complaints and safeguarding issues professional manner	X	X

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

	Method of assessment	
	Shortlist	Interview
Experience of co-production or service user involvement	X	X
Experience of working in a logical, organised way, using learning and reflection	X	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent interpersonal skills with people who may have a life limiting illness	X	X
Excellent written and verbal communication skills, with the ability to communicate with a wide range of people by phone or email, demonstrating sensitivity towards their personal circumstances	X	X
Good time management skills, with the ability to prioritise workload, meeting deadlines and manage conflicting demands	X	X
Logical and thoughtful, with good problem-solving skills		X
Ability to lead and motivate others in a team setting	X	X
Ability and confidence to work in a hybrid working model (which allows you to work up to 3 days per week at home)	X	X
Ability to multi-task and work in a collaborative and	X	

friendly way across multiple teams		
Ability to adapt and take a flexible approach		x
Ability to work in an organised way, using learning and reflection	x	x
Confidence and ability to use databases to collect and interpret data for reports	x	x
Good attention to detail and accuracy	x	x
Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required.	x	
Flexible, enthusiastic and able to use own initiative when appropriate.		x

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

	Method of assessment	
	Shortlist	Interview
Project management skills	x	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Excellent knowledge and understanding of the importance of trauma informed practice in a cancer environment	x	x
An understanding and commitment to equality, diversity and inclusion	x	x
Good knowledge General Data Protection rules and data protection legislation	x	
Excellent computer literacy, including good working knowledge of Microsoft Office and different customer record management systems	x	

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

	Method of assessment	
	Shortlist	Interview
Knowledge of the UK healthcare system and cancer pathways	x	
Knowledge and understanding of the challenges faced by people affected by breast cancer or other life-limiting illness	x	x

Role information

Key internal working relationships

You'll work closely with the following:

- Here for You team
- Someone like Me team
- The primary and secondary breast cancer services teams
- Patient experience team
- Services and business support teams
- The nursing, health information and healthcare professional engagement team
- Database team
- Legal, compliance and governance team

Key external working relationships

You'll work closely with the following:

- NHS partners and healthcare professionals
- People affected by cancer
- Referral platform provider

General information

Role location and our hybrid working model	This role is based in our London 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 Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)
Induction	It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.
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 July 2024

Find out more about us at
breastcancer.org

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support charity