

Directorate

Research, support and influencing

Team

Healthcare professional support and engagement team
(part of the wider nursing, healthcare professional and health
information team)

Reporting manager

Service Pledge manager

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, inclusion and awareness 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 service improvement and patient experience activities. This includes delivery of our Service Pledge programme as well as supporting other healthcare professional support and engagement 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 Service Pledge 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 colleagues across the organisation 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 other teams 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 Service Pledge 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
- 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
Managing projects within specified timelines and budgets, including producing plans, risk assessments, delivering projects across teams and departments, and effectively leading their implementation.	x	x
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.	x	x
Data analysis and writing reports.	x	
Working in patient involvement and/or service improvement, ideally either within the NHS or charity sector.	x	x
Directly carrying out or commissioning qualitative and quantitative insight research, including surveys and focus groups.	x	

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

	Method of assessment	
	Shortlist	Interview
Working in partnership with other organisations	x	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
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.	x	x

Excellent interpersonal skills, including confidence in working with senior colleagues and stakeholders and the ability to deal sensitively with patients and the public.	x	x
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.	x	x
Ability to effectively facilitate meetings and discussions.	x	x
Ability to work well as a member of a team, with a wide variety of people.	x	x
Ability to use Microsoft Office applications and the internet proficiently.	x	
Willingness and flexibility to undertake occasional travel within the UK, outside of normal office hours, in the evenings.	x	

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

	Method of assessment	
	Shortlist	Interview
Ability to use Enterprise software or similar CRM database systems proficiently.	x	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
An understanding of and commitment to the principle of involving patients in shaping and developing health services.	x	x
An understanding of the UK health systems, cancer services and NHS structures, both nationally and locally.	x	
An understanding of and commitment to issues relating to equality of opportunity and the ability to implement change in this area.	x	
An understanding of data protection law and how it applies to the storage and use of supporter data.	x	

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

	Method of assessment	
	Shortlist	Interview
An understanding of breast cancer and its impact and how these inform Breast Cancer Now's vision and mission.	x	
Basic knowledge of key issues for breast cancer, including reducing risk, early diagnosis and treatment options.	x	
Knowledge of breast cancer patient pathways, including key challenges for patients	x	
Detailed knowledge of the key roles which make up a breast multi-disciplinary team (MDT).	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Head of healthcare professional support and engagement
- Service Pledge manager
- Service Pledge senior officers
- Evaluation manager
- Volunteering team
- Services team
- Other members of the nursing, healthcare professional and health information team
- Other members of the research, support and influencing directorate
- Members of the fundraising, communications and engagement directorate

Key external working relationships

You'll 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

Role location and our hybrid working model	<p>This role can be based in any of 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:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p> <p>Robertson House, 152 Bath St, Glasgow G2 4TB (open Monday to Thursday)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p> <p>or</p> <p>Tudor House, 16 Cathedral Road, Cardiff CF11 9LJ (open Monday to Thursday)</p>
Hours of work	35 per week, Monday to Friday
Contract type	Fixed-term for 2 years
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, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. 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.

September 2024

Find out more about us at
breastcancer.org

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CANCER
NOW** The research &
support charity