

Directorate

Research, support and influencing

Team

Healthcare professional support and engagement team

Reporting manager

Head of healthcare professional support and engagement

Direct reports

4x Service Pledge senior officers

1x Healthcare professional support and engagement assistant

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 lead on the development and delivery of our Service Pledge programme, in line with our organisational strategy and new Service Pledge model. You will also support the team's wider patient experience initiatives where appropriate, helping to ensure people with breast cancer receive the best possible standards of care across the UK.

Key tasks and duties

Patient experience and service improvement (breast care services)

- To lead on the development, implementation and evaluation of the new Service Pledge model.
- To lead on the development and implementation of a clear plan for engagement with healthcare services, including Cancer Alliances and hospital trusts, scoping different opportunities to promote the Service Pledge and actively recruit new partners.
- To oversee the delivery of the Service Pledge programme in partnership with healthcare providers across the UK.
- 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 oversee the development and implementation of core processes to ensure the effective delivery of the Service Pledge programme, within the agreed budget and timeline.
- 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.

Line management

- To line manage the Service Pledge senior officers and assistant in coordinating the delivery of the Service Pledge in their hospitals and Cancer Alliances, ensuring that all engagement and involvement activities adhere to the necessary policies and procedures, including GDPR (General Data Protection Regulations), inclusivity and safeguarding.

- To support the team to ensure all patient experience work is consistent with the organisational brand guidelines and tone.
- To ensure the team works closely with the volunteering team, ensuring all volunteers are effectively recruited, trained and supported throughout the Service Pledge delivery

Internal and external stakeholder engagement and influencing

- Keep up to date on the latest models and best practice for effective patient and public involvement, and ensure the Service Pledge senior officers are also updated and upskilled on these.
- To maintain regular communication with all internal stakeholders, fostering strong links with relevant teams within the research, support and influencing directorate for example via team and organisational reports and intranet updates.
- To disseminate information to external stakeholders, including healthcare teams and funders, for example via webinars and presentations at meetings, actively engaging healthcare professionals and other NHS stakeholders to share the impact and importance of the Service Pledge programme.
- To produce reports for funders and external stakeholders as required.

Working across the organisation

- Use your expertise to act as a source of insight and information relating to patient and healthcare professional experience within the NHS.
- To work closely with colleagues located in all Breast Cancer Now 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 work closely with colleagues in the brand, marketing and communications team and digital team to ensure that the charity's website contains relevant and up-to-date information about the charity's Service Pledge work, as well as developing articles and updates about key activities for the charity's publications.
- To work closely with the involvement manager to ensure people affected by breast cancer are actively involved in the development and delivery of the Service Pledge work.
- To work closely with the wider healthcare professional support and engagement team to ensure relationships and engagement activities with healthcare professionals through the Service Pledge are effectively recorded and shared with relevant teams within the organisation.

- To work closely with the evaluation manager to ensure a robust Theory of Change and corresponding evaluation plan is in place for all Service Pledge activities, helping to evidence the impact of this work.
- To work closely with colleagues in the fundraising, communications and engagement directorate, to identify and maximise opportunities to fund the Service Pledge programme.

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 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
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
Data analysis and writing reports	x	
Working in patient involvement and/or service improvement, ideally either within the NHS or charity sector	x	
Directly carrying out or commissioning qualitative and quantitative insight research, including surveys and focus groups	x	
Developing and managing strong relationships with a wide variety of stakeholders, including senior healthcare professionals	x	x
Interacting sensitively with people who are living with/have lived through distressing personal experiences	x	x
Using Microsoft Office applications and the internet proficiently	x	
Managing direct line reports	x	x

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

	Method of assessment	
	Shortlist	Interview
Developing effective strategies and delivering the stated outcomes	x	
Setting and managing budgets	x	
Supporting fundraising bids and/or pitches	x	
Working on cross-organisational activities and matrix working	x	
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 ability to work 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	
Ability to work well as a member of a team, with a wide variety of people	x	x
Willingness and flexibility to undertake occasional travel within the UK, outside of normal office hours	x	
Ability to work under own initiative	x	x
Ability to effectively prioritise and manage your own and your direct reports' workload	x	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	
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	x

An understanding of data protection law and how it applies to the storage and use of supporter data	x	
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It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
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	
An understanding of breast cancer and its impact and how these inform Breast Cancer Now's vision and mission	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Head of healthcare professional support and engagement
- Service Pledge senior officers
- Healthcare professional engagement assistant
- Involvement manager
- Evaluation manager
- Colleagues within the services teams (primary, secondary and personalised support)
- Healthcare professional engagement senior manager
- Policy, evidence and influencing Team
- Nursing team
- Health information team
- Corporate partnerships team
- Brand, marketing and communications team
- Press, celebrity and PR team
- Other colleagues within the research, support and influencing directorate
- Other colleagues within 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 our 4 offices located in Cardiff, Glasgow, London and Sheffield. 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>London: The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p> <p>Glasgow: Robertson House, 152 Bath St, Glasgow G2 4TB (open Monday to Thursday)</p> <p>Sheffield: St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p> <p>or</p> <p>Cardiff: 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 maternity cover for up to 12 months
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.

Job description dated October 2024

Find out more about us at
breastcancernow.org

**BREAST
CANCER
NOW** The research &
support charity