



# CANDIDATE PACK CHIEF SUPPORT OFFICER

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



# WELCOME

We're Breast Cancer Now, the research and support charity and I'm delighted that you're interested in becoming our new Chief Support Officer.

At Breast Cancer Now, we're united by an ambitious goal. We believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well.

This is a crucial time for us as we launch our new strategy in 2025 with a focus on driving growth and maximising impact. We are seeking a talented new leader to join our Executive Team and lead our Support and Influencing teams; someone who is bold and ambitious, shares our passion to make a difference and will bring inspiring leadership to ensure an integrated approach to our support and influence offer.

We are looking for an inspirational leader with excellent knowledge of current healthcare operations and service delivery models to ensure we continue to maintain the highest standards of support and influencing delivery. You will be responsible for driving significant growth, increasing the reach and uptake of our services, and maximising our impact, so that we can improve the physical, mental and emotional wellbeing of those affected by breast cancer.

You will be an exceptional communicator with a confident and empowering leadership style with a mentoring approach to build, develop, motivate, manage and lead a dynamic and effective team that can deliver diverse, innovative and sector leading activities. You will have experience of engaging at board level and have an understanding of charity governance and the ability to influence and manage complex stakeholder relationships. Our new Chief Support Officer should be able to win hearts and minds and demonstrate insight and new ways to realise our full potential.

If our vision has inspired and engaged you, you are motivated to make a difference and, crucially, you have what we're looking for – we'd love to hear from you.

**Claire Rowney**  
Chief Executive





# ABOUT US

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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.

## OUR MISSION, VISION & GOALS

Our Mission is to be recognised as the place to turn for information and support on everything to do with breast cancer. And as the driving force behind breakthroughs in prevention, detection, and treatment.

Our Vision is that by 2050, everyone diagnosed with breast cancer will live and be supported to live well.

We'll only achieve our 2050 vision by combining the power of research and support. So that's exactly what we're doing. And breast cancer is our only priority. We're working to:

- Stop people dying from breast cancer.
- Support people to live well with breast cancer.
- Accelerate detection of breast cancer.
- Improve prevention of breast cancer.

## VISION

At Breast Cancer Now, we act as determined leaders with **PACE**.

That means we are:

- **People-focussed**  
People are the heart of everything we do. We listen to and advocate for everyone affected by breast cancer and are there to support them whenever they need us.
- **Ambitious**  
Always pushing ourselves to approach problems differently, we work with determination everyday towards a better future for people affected by breast cancer.
- **Collaborative**  
Inclusive and cooperative, we bring people together to see the bigger picture. We work together to achieve our goals faster.
- **Expert**  
Passionate, experienced, and knowledgeable, we are the leading voice on breast cancer, acting as a guide for the breast cancer community and shaping the conversation.

## TURNING THE TIDE

By 2050, we envision that everyone diagnosed with breast cancer will live and be supported to live well. Our current Turning the Tide strategy that will take us through to 2025 is focused on making these changes. It's about accelerating progress towards fewer cases, fewer deaths and a better quality of life for everyone affected by breast cancer.

## OUR STRATEGIC OBJECTIVES

- To work to improve treatments, care and services for those affected by secondary breast cancer – so that fewer lives are lost to secondary breast cancer – and fewer people feel forgotten by a system focused on “cure”.
- To improve support for the physical and mental health, and the emotional wellbeing of people affected by breast cancer – so that no one has to face breast cancer alone and unsupported.
- To develop kinder, smarter treatments for people with breast cancer and to improve access to them for all who could benefit – so that people with breast cancer can benefit from more effective treatments that don’t rob them of their quality of life.
- To improve detection and diagnosis of breast cancer – so that everyone with breast cancer has the very best chance of survival.
- To further our understanding of why breast cancer occurs and spreads – so that fewer people develop breast cancer in the first place.



# JOB DESCRIPTION

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<b>Job title:</b>	Chief Support Officer
<b>Directorate:</b>	Support and Influencing
<b>Reports to:</b>	Chief Executive Officer
<b>Direct reports:</b>	Associate Director, Nursing Associate Director, Services Associate Director, Policy, Evidence and Influencing

## ROLE PURPOSE

Standing still is never an option at Breast Cancer Now. We're about bold moves and pushing the limits for people with breast cancer today and in the future. Our leaders seek out opportunities and are relentless in their pursuit to make change happen. As part of the senior leadership team (SLT) for Breast Cancer Now you will report to and work alongside the chief executive. You will lead on ensuring an integrated approach to our support and influencing offer developing and delivering all aspects of support and influencing and accountable for our clinical work internally and externally; face-to-face and specialist support services across the UK; and policy and public affairs activity.

Working with the chief executive and SLT, you will shape Breast Cancer Now's future, ensuring sustainability, impact and growth, and the highest standards of support and influencing delivery.

You will provide strategic leadership for the provision of high quality and impactful support and information to people affected by breast cancer across the UK, through a wide range of services. You will be responsible for driving significant growth, increasing the reach and uptake of our services, and maximising our impact, so that we can improve the physical, mental and emotional wellbeing of those affected by breast cancer. You will also influence the areas most critical to system change to improve the experience of people who are at risk of breast cancer, being diagnosed and treated with breast cancer, and living with breast cancer.

## MAIN RESPONSIBILITIES

### Organisational strategy and leadership

You will work directly with the board of trustees, chief executive, SLT and organisational management team (OMT) to contribute to the overall strategic direction and financial planning of Breast Cancer Now and the undertaking of its statutory responsibilities. You will ensure that the charity is delivering optimal impact for its size, scale and ambition. For example, you will be responsible for global scanning of the sector to make sure the UK is world leading when it comes to breast cancer research and support and that those people at risk of breast cancer receive the best possible support. You will do this through your membership of SLT, your attendance at board of trustee meetings, by taking a lead on looking outside, and through your leadership of the support and influencing directorate. You will act as a strategic thought partner to the chief executive, with focus on maximising impact and increasing growth through our reach and uptake of our support offering.

### Directorate Leadership

You will provide strategic leadership of the organisation's support and influencing directorate. This will include developing and delivering an integrated strategy that both builds on existing strengths and develops opportunities for maximum impact and growth. You will give clear direction to the directorate teams, providing measurable objectives and ensuring that plans are delivered on time and to budgets.

### People management

You will provide confident, inspirational leadership to the support and influencing directorate, acting as a coach and mentor, to build, develop, motivate, manage and lead a dynamic and effective team that can deliver diverse, innovative and sector leading activities that achieve agreed targets. You will actively develop and maintain professional oversight of the directorate, including team members' continuing professional development, as appropriate.

### Board liaison

You will ensure strategic and operational decisions are understood at Board level by engaging fully in board meetings and committee meetings associated with your directorate. You will represent SLT in discussions as appropriate.

### Horizon scanning

You will maintain a close watch on the external environment to understand latest developments in the breast cancer environment. Evaluate their significance, assess the potential involvement by Breast Cancer Now and identify new opportunities and innovations that help the organisation achieve its objectives and capitalise on opportunities.

### Growth & impact

You will support the drive to increase our impact across all areas of our work; and ensure that this remains financially sustainable, for example, by being involved in and leading fundraising activities and partnerships.

### External representation

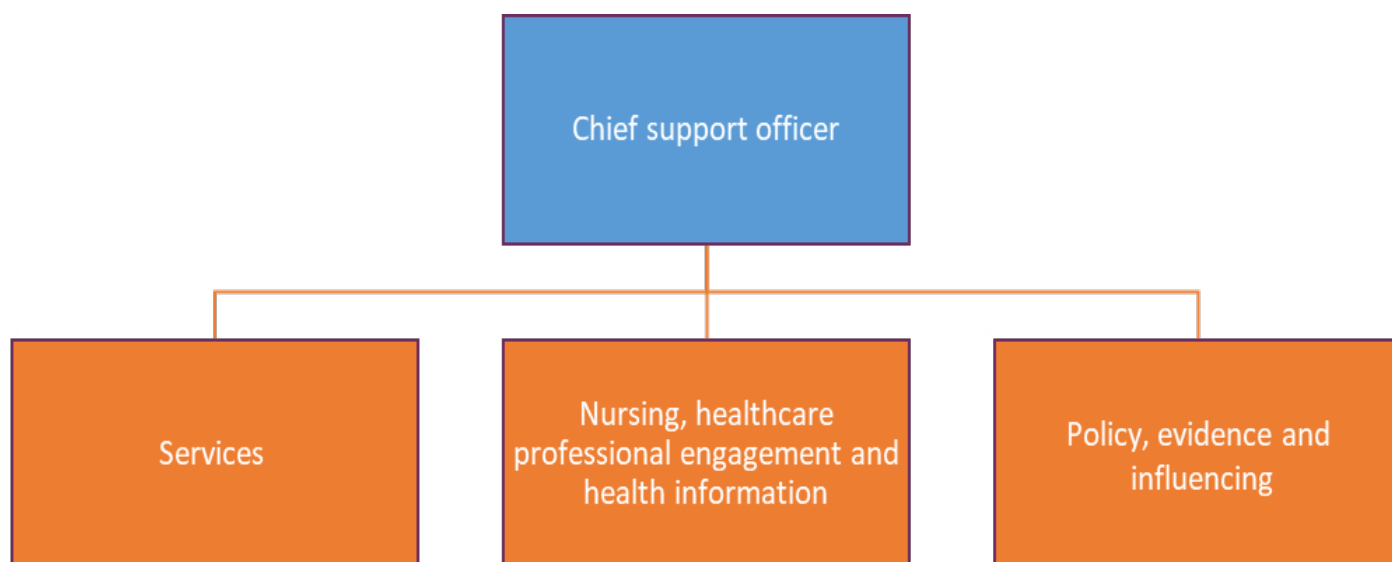
You will represent Breast Cancer Now in role-related forums, conferences and events and in meetings with high value contacts and act as an ambassador for the charity with a variety of key stakeholders. Proactively build strong positive relationships with external stakeholders, as well as internal stakeholders, at every level. Seek opportunities for partnerships where applicable, with external bodies and the wider clinical and policy communities, ensuring the charity is the leading expert within the breast cancer field.

### Role model

You will be a role model for all colleagues through consistent demonstration of the behaviours which bring Breast Cancer Now's values and competencies to life.

### Other

You will deputise for the chief executive in their absence and as and when appropriate. You will undertake any other duties that are within the scope and remit of the role and as agreed with the chief executive. You will adhere to all Breast Cancer Now's policies and procedures.





# PERSON SPECIFICATION

## KNOWLEDGE AND EXPERIENCE

- Substantial experience in a similar role within the voluntary or public sector with exposure to the operation of a non-executive or trustee board
- Substantial experience of working with an executive/board level team determining strategic direction and delivery
- Strong leadership experience with the ability to inspire, empower and motivate others to build high performing teams.
- Strong knowledge of current healthcare operations and service delivery models
- Knowledge of the legal and regulatory framework relating to the healthcare sector
- Experience of leading and embedding change
- A track record and experience of making a transformative difference to strategic planning and an organisational impact.
- Demonstrated success in building efficient structures and processes that limit bureaucracy and drive growth.

## YOUR SKILLS AND ABILITIES

- Strong leadership skills and acumen to support the charity's strategic development with proven ability to conceptualise, innovate and execute ideas as well as transfer knowledge and skills.
- Ability to ensure the organisation is delivering against its mission, vision, aims, objectives, and strategic priorities.
- Ability to influence and communicate effectively with others showing tact and discretion when dealing with sensitive and confidential information and dealing with a wide range of people and issues.
- A strategic and proactive approach to solving problems with the ability to make trade-offs where appropriate and understand the impact on interrelated areas.
- Determined, self-motivated and able to act confidently on own initiative.



# TERMS OF APPOINTMENT

## SALARY

The salary for this role is c.£100,000 per annum on a full-time permanent basis.

## LOCATION

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 and a minimum of 2 days a week in the office. The 2 office days will be primarily based in 10 Whitechapel High St, London E1 8QS with some travel to our regional offices in Sheffield, Cardiff and Glasgow.

## 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.

## PENSION

Automatic enrolment into the group personal pension plan after completing 2 full months' employment.

Favourable employer contributions matching employee contribution plus 2% up to a maximum of 8%

## ANNUAL LEAVE

25 days paid leave per year; increasing annually by 1 day to a maximum of 30 days.

Maternity leave and pay • 20 weeks full pay after 6 months' continuous service

Adoption leave and pay • 20 weeks full pay after 6 months' continuous service

Paternity leave and pay • 3 weeks full pay after 6 months' continuous service

Shared parental leave and pay • Shared parental leave taken in accordance with the maternity leave provision (20 weeks full pay after 6 months' continuous service)





## ADDITIONAL BENEFITS

### Life Assurance

4 times annual salary to a nominated beneficiary(s) should death in service take place.

### Health and Wellbeing

Occupational sick pay: 2 weeks' full pay in the first 6 months of employment and 6 months' full pay after 6 months of employment (when confirmed in post).

Group income protection: Should occupational sick pay run out, 75% of basic salary will be paid for a capped period of 2 years (less state deductions).

Health cash plan: Access to assistance with health costs including contributions towards treatments such as optical, dental, physiotherapy and chiropody.

Employee assistance programme (EAP): 24-hour lifestyle, wellbeing and telephone support, including up to 6 counselling sessions.

Health, wellbeing and lifestyle: Actively supports health, wellbeing and life-style programmes.

### Season Ticket Loan Scheme

### Bicycle Loan Scheme

### 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.

### 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.



## HOW TO APPLY

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We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Rebecca O'Connor [rebecca.oconnor@starfishsearch.com](mailto:rebecca.oconnor@starfishsearch.com) and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/bcn-cso/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

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.

**Closing date:** Friday 17th January 2025

**Preliminary interviews with Starfish:** Mid w/c 27th January and early w/c 3rd February 2025

**Final Panel interviews:** Monday 17th February 2025

