

Services support coordinator, primary breast cancer services



Directorate

Research, support and influencing

Team

Services

Reporting manager

Services Support and Centre Manager

Direct reports

Services support assistant 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 strategy 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 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

To play a key supporting role in the development, delivery and expansion of Breast Cancer Now's face-to-face and online services by ensuring high level customer support is provided to the services teams and an excellent customer experience for our service users.

Working with a mindset of continuous improvement, to identify areas for improvement and refine or implement processes and procedures needed to support the work of the services team. The services covered under this role currently include: Moving Forward; Moving Forward online; Younger Women Together; Younger Women Together online; Someone Like Me; Here for You.

Key tasks and duties

Line management and communication

- Line manage the service support assistants and coordinate their work to meet the support needs of the primary breast cancer services team and their service users
- Ensure all service users are responded to within the team's service level agreements
- Feedback to manager on progress through regular updates
- Contribute to meetings, team days and services as required to support the primary breast cancer services team
- Contribute to department or organisation project teams or working groups where appropriate

Administration processes and procedures

- Take a lead role for all service-related administrative tasks ensuring they are completed in a timely manner, allocating and completing tasks as appropriate
- Adhere to the principle of continuous improvement, actively seek better and innovative ways to improve service administration
- Create and maintaining and reviewing procedure documents where required in conjunction with the service leads
- Be first point of contact for the primary breast cancer services team ensuring all administrative procedures are considered and relevant support can be put in place, actively seeking advice from the service support manager as required and feeding back to them as appropriate
- Maintain confidentiality regarding service user information at all times
- Working with business support staff, ensure a level of office support is maintained for the services team e.g. welcoming visitors, taking post

Data quality and reporting

- Be primary lead for primary service Unity training ensuring all new starters are up to speed in the specialised service area

- Hold ad-hoc training as required to ensure all team are maintaining a high level of database knowledge in the specialised area
- Be first point of contact for the primary breast cancer services team in data related queries from other teams within Breast Cancer Now and respond to queries directly
- Ensure robust checking mechanisms are in place through audit queries to maintain high quality data capture
- Look at services insight need and work with team and head of services business support to ensure management reports are developed as required and are of high quality. Disseminate/translate the data reports and insight to the primary service team as required

General

- Work collaboratively and productively with colleagues across the services team and the wider charity
- Present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders
- Recognise, respect and promote equality and inclusion across our services and in your working practice
- Attend internal and external meetings as required
- Maintain and improve competencies through continuous professional development, attending training as required
- 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
Significant experience of working in an administrative role	X	X
Experience of using communication skills to positively influence a change in process or procedure		X
Relevant experience in delegation and coordination of work	X	X
Significant experience of working with database systems including reporting and data auditing	X	X
Experience of effective communication in giving feedback and updates to stakeholders		X
Experience of leading in area of work or project		X

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

	Method of assessment	
	Shortlist	Interview
Experience of working in the voluntary sector (paid or unpaid) or in a health or social care setting	X	
Experience of working in a health or customer care environment	X	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Have the determination and skill and to make changes in processes to enhance quality, efficiency, and effectiveness and be proactive in implementing these		X
An organised and methodical approach to the coordination and completion of administrative tasks	X	X
Ability to work as part of a busy and developing team and with other teams across different geographical sites	X	X

Reliable time keeping and excellent time management skills for yourself and others.	X	X
Willingness to undertake and deliver training	X	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Understanding of and commitment to diversity and equal opportunities and the willingness to apply this to the work	X	
Understanding of confidentiality and sensitivity practices in working with vulnerable groups	X	X
Understanding of, and commitment to, the importance of maintaining confidentiality regarding service user information	X	X
Good working knowledge of IT systems and packages including Windows and Microsoft Office (in particular Word, Excel and Outlook)	X	X

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the particular issues faced by people with breast cancer		X
An understanding of the issues faced by people affected by breast cancer or experience of working with people affected by cancer or other sensitive or vulnerable groups		X

Role information

Key internal working relationships

You'll work closely with the following:

- Services support team
- Business support team
- Our services teams based in Sheffield, London, Wales and Scotland
- Database team
- Digital and strategic insight team

Occasionally with:

- Nursing team
- Fundraising, communications and engagement directorate
- Supporter care team
- IT team
- Volunteer hub

Key external working relationships

You'll work closely with the following:

- Health care professionals
- Service users
- Volunteers

General information

Role location and our hybrid working model	This role is based in our 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: St James House, Vicar Lane, Sheffield S1 2EX
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	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 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.