

Projects coordinator, secondary breast cancer services



Directorate

Research, support and influencing

Team

Secondary breast cancer services

Reporting manager

New projects and business growth manager, secondary breast cancer services

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

This role will help to expand the breadth and reach of our service offer for people with secondary breast cancer. It works closely with the new projects and business growth manager and secondary breast cancer services team to support the successful development of our services. There are two parts to this role, and they are:

1. To provide a range of a) project management and b) administrative tasks to deliver projects to design, test and evaluate service developments, or activities to help us improve our insight on the needs of people living with secondary breast cancer.
2. Following successful testing and evaluation, help to embed and deliver service developments into business as usual.

The time spent between these two parts is dependent on the priorities of the secondary breast cancer team. And the role the team plays in delivering the Breast Cancer Now 2026-2030 strategy due to be finalised in summer 2025. Therefore, flexibility is necessary. Details of the tasks and duties within these two parts are expanded on below.

Key tasks and duties

1.a) Coordinating project management tasks

- Deliver a range of project management tasks to support the new projects and business growth manager with the delivery of existing and future projects, or workstreams of larger projects taking place across the whole services team. This will include current developments in our online services, activities to improve the accessibility of our services, and other developments to increase and broaden the range of services for people living with secondary breast cancer.
- Support regular project reporting and governance arrangements by capturing key performance indicators (such as service user registration, attendance and feedback) and maintaining project documents (such as project plans and RAID logs).
- Support the organisation, data analysis and evaluation activities of pilots of new or adapted services, or other activities to improve our insight on the needs of people living with secondary breast cancer, such as feedback surveys, interviews and focus groups.
- Assist in the development of communications and engagement plans and materials, working within agreed marketing and service promotion guidelines.

1.b) Leading administrative tasks

- Work with the involvement team to organise the involvement of people with secondary breast cancer in service development, including being responsible for keeping our database up to date.
- Support the organisation of our new secondary services advisory group (a newly established group of 7 people living with secondary breast cancer) by scheduling meetings, tracking and completing actions, and responding to queries or feedback received in between meetings.

- Coordinate and action responses to feedback, updating the management team as necessary.

2. Coordinating service delivery

- Work with service managers, service coordinators and the services support team to embed pilots of new or adapted services, or recommendations from other insight activities, into business as usual.
- Deliver service coordination activities for the new or adapted services as part of business as usual. This will include some of the online services improved as part of the online services project and other future projects, such as those coming from the Breast Cancer Now 2026-2030 strategy.
- Maintain accurate and up to date data in line with our operating procedures and Breast Cancer Now policy.
- Complete associated administrative processes in a timely and accurate way, providing the services support team with tasks within agreed deadlines and service standards.

Working with others

- Be a collaborative and effective member of the secondary breast cancer services team, prepared to share ideas and find common solutions.
- Build and maintain effective relationships with internal stakeholders to work collaboratively on service development work. In addition to service delivery and support teams, this includes involving all relevant teams such as data, digital, marketing, healthcare professional engagement, evaluation and nursing.
- Work collaboratively and effectively with people with lived experience of secondary breast cancer to ensure our services are responsive and effective.
- Log and share relevant feedback captured through new project and business growth activities with relevant colleagues across the organisation.
- Promote secondary breast cancer services within the organisation to raise awareness of our work.

General

- Present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- Recognise and promote equality and inclusion across our services and in your working practices.
- 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
Demonstrable experience of supporting the delivery of projects or services, preferably in the charity or health sector	x	x
Experience of data analysis and summarising key findings	x	x
Experience of working effectively under pressure and meeting deadlines		x
Experience forming effective working relationships and working collaboratively with internal and external stakeholders		x

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

	Method of assessment	
	Shortlist	Interview
Experience of working in information or support giving services, preferably both face-to-face and online	x	
Experience of working with health or social care professionals	x	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Strong organisational and time management skills, including the ability to work on your own initiative, prioritise workload, manage conflicting priorities and meet deadlines	x	x
Effective oral and written communication skills, with an ability to relate sensitively to a wide range of people	x	
Facilitation and presentation skills	x	
Ability to work as part of a busy team, and with other teams across different geographical sites	x	x
Confident use of Microsoft office packages (Outlook, PowerPoint and Excel) and databases	x	

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

	Method of assessment	
	Shortlist	Interview
Proactive at recognising project risks and identifying recommendations to address them		X
Resilience when working with vulnerable people or those affected by life-limiting illness		X

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Knowledge and application of the principles of equity, diversity and inclusion to your work		X
Understanding and application of current data protection legislation	X	

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

	Method of assessment	
	Shortlist	Interview
Knowledge of project management methodologies (waterfall and Agile) and best practice	X	
Knowledge and understanding of the challenges faced by people affected by secondary breast cancer or other life-limiting illness		X
Knowledge of the barriers faced by underrepresented individuals and communities in accessing support and information	X	
Knowledge of UK healthcare systems and the current challenges they face	X	
Understanding of evaluation activities and reporting on the impact or outcomes of a project or service	X	

Role information

Key internal working relationships

You'll work closely with the following:

- New projects and business growth manager, secondary breast cancer services
- Head and services managers, secondary breast cancer services
- Coordinators, secondary breast cancer services
- Services support team
- Digital team

Key external working relationships

You'll work closely with the following:

- Healthcare professionals
- Contracted therapists (we work with qualified counsellors to deliver our Living With Secondary Breast Cancer service)

General information

Role location and our hybrid working model	<p>This role is primarily 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 either:</p> <p>6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p>
Induction	<p>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.</p>
Hours of work	<p>35 per week, Monday to Friday</p>
Contract type	<p>Permanent</p>
Medical research	<p>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.</p>

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 February 2025

Find out more about us at
breastcancer.org

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