

# Team leader, Here for You (stakeholder lead)

## **Directorate**

Research support and influencing

## **Team**

Here for You

## **Reporting manager**

Senior manager, personalised referrals

## **Direct reports**

Support officer, Here for You

## **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 new role is responsible for the management and development of the Here for You's geographical expansion and working with our stakeholders. This includes managing a small team which works to integrate our referral route into NHS Trusts and may include managing additional support officers in future.

We're currently working with over 60 NHS Trusts in England but have ambitious plans to become UK-wide. The post supports the senior manager, personalised referrals, with targeting areas of high deprivation and high breast cancer incident rates. The role involves significant internal and external collaboration and networking to ensure our services are offered to people diagnosed with breast cancer. This will involve contributing to cross-departmental meetings, working with NHS Trusts and cancer alliances and guiding the team to deliver excellent information and support.

## Key tasks and duties

### Team leadership

- To be responsible for managing support officers and planning clear, task orientated work plans.
- Act as the first point of contact for safeguarding concerns and complaint escalation for the delivery team.
- Create a positive working environment, with a strength-based approach.
- Implement regular evaluation processes to ensure high quality standards are monitored and maintained and as agreed with the senior manager, personalised referrals.
- Lead on the monthly data report in collaboration with the senior manager.
- Collaborate with and sign up NHS Trusts and hospitals to Here for You.
- Liaise with other teams regarding data protection impact assessments.

### Wider Here for You related duties

- Work with the senior manager, personalised referrals, the team leader, Here for You (delivery) and support officers (geographies) to ensure Here for You's growth is sustainable.
- Effectively communicate with the wider team to ensure capacity between the geographies and delivery teams in the personalised referral route.
- Review and innovate the ways we approach and work with healthcare providers to maximise our geographical reach.
- Contribute to the Here for You lived experience project group.
- Review and update the Welcome Packs for newly signed up NHS Trusts.

### Platform management and databases

- Work with our CRM team and address any concerns.
- Ensure the customer record management databases are kept up to date.

### Working across services and teams

- Work with the primary and secondary services teams to proactively seek opportunities to collaborate and find opportunities to deliver a cohesive offer.
- Work with the service pledge team and integrate Here for You into the cancer alliances they work with.
- Work with the legal and safeguarding team to ensure we're GDPR compliant.
- Work with the marketing team to ensure our promotional materials are up to date.

### General

- Be an effective and proactive member of the services team and the wider charity, working collaboratively and productively with colleagues.
- Demonstrate a commitment to equity, diversity and inclusion and proactively promote an inclusive environment in your working practices.
- Maintain and improve competencies through continued professional development. Attending training as required.
- Occasionally travel throughout the UK and work outside of normal office hours, during the evenings and weekends.
- 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 working in a busy, fast paced people-facing team	x	x
Experience of managing staff teams or volunteers	x	x
Experience of working with a CRM database	x	
Experience of supporting people from different backgrounds, including vulnerable adults, preferably over the phone	x	x
Experience of managing complaints and safeguarding issues in an empathetic and professional manner	x	x
Experience of working in an organised way, using learning and reflection	x	x

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

	Method of assessment	
	Shortlist	Interview
Experience of co-production or service user involvement	x	x

## Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Logical and thoughtful, with good problem-solving skills		x
Excellent written and verbal communication skills, with the ability to communicate with a wide range of people by phone or email, including those with a life-limiting illness	x	x
Good time management skills, with the ability to prioritise workload, meeting deadlines and manage conflicting demands	x	x
Ability to lead and motivate others in a team setting	x	x
Ability and confidence to work in a hybrid working model	x	x
Ability to multi-task and work in a collaborative and friendly way across multiple teams	x	x
Ability to adapt and take a flexible approach		x
Confidence and ability to use databases to collect and interpret data for reports	x	x

Enthusiastic with the ability to use own initiative when appropriate		x
Excellent internal and external stakeholder relationship management	x	x
Excellent attention to detail and accuracy	x	x
Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required	x	

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

	Method of assessment	
	Shortlist	Interview
Project management skills	x	

## Knowledge

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

	Method of assessment	
	Shortlist	Interview
Excellent knowledge and understanding of the importance of trauma informed practice in a cancer environment	x	x
An understanding and commitment to equity, diversity and inclusion	x	x
Good knowledge General Data Protection rules and data protection legislation	x	
Excellent computer literacy, including good working knowledge of Microsoft Office and different customer record management systems	x	
Knowledge of the UK healthcare system and cancer pathways	x	x

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the challenges faced by people affected by breast cancer or other life-limiting illness	x	x

# Role information

## Key internal working relationships

You'll work closely with the following:

- Here for You team
- Someone like Me team
- The primary and secondary breast cancer services teams
- Patient experience team
- Services and business support teams
- The nursing, health information and healthcare professional engagement team
- Database team
- Legal, compliance and governance team

## Key external working relationships

You'll work closely with the following:

- NHS partners and healthcare professionals
- People affected by cancer
- Referral platform provider

## General information

<b>Role location and our hybrid working model</b>	<p>This role is based in either our 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 either:</p> <p>6<sup>th</sup> floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p> <p>or</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (Open Monday, Tuesday, Wednesday and Thursday)</p>
<b>Induction</b>	<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>
<b>Hours of work</b>	<p>35 per week, Monday to Friday</p>
<b>Contract type</b>	<p>Permanent</p>

<b>Medical research</b>	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.
<b>Conflict of interests</b>	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.
<b>Immigration, Asylum and Nationality Act 2006</b>	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
<b>Our commitment to equity, diversity and inclusion</b>	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 January 2025

Find out more about us at  
[breastcancernow.org](https://breastcancernow.org)

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