

# Head of services, secondary breast cancer

## **Directorate**

Research, support and influencing

## **Team**

Services

## **Reporting manager**

Associate director, services

## **Direct reports**

Senior manager, secondary breast cancer services

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**

To lead on the further development of Breast Cancer Now's secondary breast cancer services across the UK and online, building on the success of recent growth and exploring new opportunities.

As a member of the services leadership team, you will make a full contribution to the leadership, strategic planning and development of Breast Cancer Now's support services, working collaboratively with other heads and managers across the organisation.

## **Key tasks and duties**

### Strategic leadership and development

- Develop and implement strategies to identify new opportunities to expand the reach of secondary breast cancer services and increase the diversity of our service users.
- Produce and monitor short, medium and long-term plans and budgets for all aspects of secondary breast cancer services, balancing value for money with ensuring adequate resource to deliver high quality, appropriate and impactful services.
- Communicate effectively about secondary breast cancer services with internal and external stakeholders, developing effective relationships to maximise reach and impact, influencing change where necessary.
- Work collaboratively with the associate director, services, other heads of services and senior managers, and the brand, marketing and PR teams to promote the services effectively and ensure maximum awareness and uptake.
- Ensure that the work of the team is integrated within the wider RSI portfolio by working closely and collaboratively with other heads, managers, teams and departments.

### Delivering our work

- Lead on the development and delivery of secondary breast cancer services in line with our strategic objectives and the transformational growth project aims, ensuring we reach our key performance targets.
- Support the development of the personalised referral route as a key gateway to our other services and work closely with the helpline and other service user-facing teams to ensure a seamless introduction to the support on offer.
- Ensure that services are delivered efficiently and sustainably, taking into account evidence of need, relevance to location and target community and impact on service users.
- Ensure that services are relevant, timely and maximise the opportunities which working in a specialist, UK-wide organisation provides.
- Ensure the quality and safety of services is monitored and evaluated, enhancing the service user experience wherever possible.

- Report regularly and as required to internal and external stakeholders on the reach, effectiveness, impact and value for money of those services.

#### Leading and managing your team.

- Develop and lead a high-performing team, providing effective line management and support for your direct reports and ensuring effective support is in place for all team members, including contracted staff and volunteers.
- Provide clear direction and objectives for your direct reports and monitor impact and performance in line with organisational policy. With your managers, identify areas for improvement and, where appropriate, develop new and/or improved ways of doing things.
- Empower your managers to develop and deliver appropriate and sustainable business plans and budgets for existing and new areas of work.
- Ensure all team members adopt best practice and adhere to all organisational processes for recruitment and selection, induction, ongoing support and management of people and activity.
- Ensure that opportunities are provided for individual and team development.

#### Other

- 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 qualifications and experience:

	Method of assessment	
	Shortlist	Interview
Experience of leading on delivering services to target against operational plans, with a track record of successful capacity building	x	x
Experience of successful leadership and staff management	x	x
Experience of effectively influencing at a variety of levels and of developing effective relationships internally and externally	x	
Experience of implementing, monitoring and evaluating impact and quality systems	x	x
Experience of managing and steering change and an understanding of the processes necessary to enable effective change		X
Strong evidence of strategic planning, project management and implementation, preferably in a service delivery environment	x	

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

	Method of assessment	
	Shortlist	Interview
Experience of developing and delivering services, ideally in a health or social care setting	x	
Experience of working with or managing volunteers and contracted staff	x	

## Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent written and verbal communication skills, with the ability to communicate to a wide range of people	x	x
Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands and meet tight deadlines	x	x

Ability to motivate and deliver results through people, and successfully lead a team	x	
Ability to represent the organisation to the media, current and potential funders and other key external contacts and stakeholders	x	
Ability to contribute to policy documents and media releases	x	
Ability to manage the emotional impact of working in an environment where potentially life-limiting conditions are frequently discussed	x	
Tact and discretion when dealing with sensitive and confidential information	x	

## Knowledge

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

	Method of assessment	
	Shortlist	Interview
Good working knowledge of IT systems including Windows and packages including Microsoft Office (in particular Word, Excel, PowerPoint and Outlook)	x	
Expertise in data management, and knowledge of GDPR legislation and best practice	x	
An understanding of issues relating to equality of opportunity and the ability to implement change in this area	x	x

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

	Method of assessment	
	Shortlist	Interview
Knowledge of the voluntary, health and/or cancer sectors	x	
Awareness and understanding of issues related to breast cancer or other potentially life-limiting conditions or a willingness to learn	x	

# Role information

## Key internal working relationships

You'll work closely with the following:

- Associate director, services
- Heads of services and business support
- EDI lead for services
- Nursing, healthcare professional engagement and health information team
- Policy, evidence and influencing team
- Brand and services marketing
- Fundraising leads

## Key external working relationships

You'll work closely with the following:

- Referring partner organisations (NHS and other) and other healthcare professionals
- Other organisations supporting people with breast cancer

## General information

<b>Role location and our hybrid working model</b>	This role can be based in 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 St James House, Vicar Lane, Sheffield S1 2EX or 6 <sup>th</sup> Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS
<b>Induction</b>	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.
<b>Hours of work</b>	35 per week, Monday to Friday
<b>Contract type</b>	Permanent
<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 May 2025

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

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NOW** The research &  
support charity