

Services manager, primary breast cancer



Directorate

Support and influencing

Team

Primary breast cancer services

Reporting manager

Senior manager, primary breast cancer services

Direct reports

Services coordinators

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 support and influencing directorate is responsible for delivering Breast Cancer Now's work to ensure everyone with or at risk of breast cancer gets the best possible care and treatment and is supported to live well.

We provide trusted information, connection and support to people affected by breast cancer across the UK. We work with healthcare professionals and healthcare teams to support them to provide the best possible care. And we are a powerful advocate, standing alongside people affected by breast cancer in calling for change.

This role is in the primary breast cancer services team. The team manages, develops and delivers services for people with primary breast cancer.

Job purpose

To be responsible for implementing business plans, maximising access and take-up of services, and ensuring high quality delivery. To manage the work of a team of Breast Cancer Now staff and contracted facilitators based across the UK. Current services include Moving Forward in-person and online services.

Key tasks and duties

Development and delivery of services

- Manage the successful planning and delivery of in-person and online services for people with primary breast cancer, ensuring that they are meeting evidenced needs
- Implement and manage a local stakeholder engagement and development plan for your existing service areas across the UK maximising awareness of and access to our portfolio of services
- Support the operationalisation of the new strategy and manage the changes that this will bring for the team
- Maintain appropriate quality standards for services, in line with established protocols and best practice across the primary services team
- Work with other managers to ensure all processes associated with service delivery are fit for purpose, streamlined and sustainable, contributing to the delivery of quality services
- Ensure we maintain excellent records of activity, respecting confidentiality and conforming to current data protection regulations, including ensuring data is stored and used effectively
- Contribute to analysis and internal and external reports as required
- Support the head of services and senior manager in planning and monitoring expenditure within the primary services budget and working in line with our financial procedures
- Support the promotion of services by your team in line with agreed strategies and business plans
- Work with the senior manager to increase the numbers of people registering for primary breast cancer services by engaging with relevant stakeholders to raise awareness of all our services and expand their accessibility and impact
- Ensure that, when appropriate, people with a lived experience of primary breast cancer are actively involved in the development or review of our primary breast cancer services

Staff management and collaboration

- Lead, support and guide your dispersed team of coordinators to deliver services in line with agreed service models and quality standards. This includes all line management responsibilities such as recruitment, facilitating regular team meetings, supervision and appraisals, developing objectives and ensuring outcomes are achieved. You will work within Breast Cancer Now and services team protocols to ensure all your responsibilities are delivered effectively and efficiently
- Manage the effective recruitment, induction, training and support of facilitators for your services, so that we deliver high quality and consistent services in line with Breast Cancer Now's strategy

- Work effectively with the services support team manager to ensure ongoing administration for service delivery is completed effectively
- Work with the senior manager, other managers and the volunteer hub to recruit volunteers for your service and ensure that all volunteers are fully trained, supported and can contribute to a high-quality service

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
- Travel throughout the UK and occasionally work outside of normal office hours, during the evenings and at weekends when 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
Managing and delivering services, preferably support services and/or in a health or social care setting	X	
Managing and supervising staff, preferably in a hybrid working environment	X	X
Developing and managing relationships with different stakeholders, including service users, permanent and contract staff, and volunteers, often at a distance		X
Managing budgets and delivering value for money	X	
Organising and delivering training	X	
Developing partnerships with external stakeholders	X	X
Managing change	X	X

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

	Method of assessment	
	Shortlist	Interview
Facilitating events and meetings	X	
Working in the health charity sector (paid or unpaid) or in a health or social care setting	X	
Working with vulnerable people or those affected by life-limiting illness	X	
Managing a team of local and remote staff	X	X
Working with colleagues across different geographical sites		X

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent organisational and time management skills, including the ability to manage conflicting priorities and meet tight deadlines		X

Ability to lead and motivate others		X
Excellent oral and written communication skills, including presentation skills	X	X
Confidence in using IT systems and packages, including a CRM database	X	
Skill in working collaboratively with internal and external colleagues and stakeholders		X
Ability to work on own initiative	X	X

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

	Method of assessment	
	Shortlist	Interview
Confidence to deal calmly with unforeseen incidents, including when working alone	X	
Ability to communicate sensitively with people facing difficult challenges	X	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Knowledge of, and commitment to, the importance of maintaining confidentiality regarding client information	X	
Knowledge of the issues involved in delivering services which are accessible to all and commitment to applying equality, diversity and inclusion principles to the work	X	X
Knowledge and understanding of UK healthcare systems	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 primary breast cancer	X	

Role information

Key internal working relationships

You'll work closely with the following:

- Senior manager, primary breast cancer services
- Head of primary breast cancer services
- Services managers
- Services support team manager
- Services coordinators, primary breast cancer

Key external working relationships

You'll work closely with the following:

- Healthcare professionals
- Facilitators

General information

Role location and our hybrid working model	<p>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. The other days will be primarily based in:</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 July 2025

Find out more about us at
breastcancernow.org

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CANCER
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support charity