

# Support officers, (stakeholders)

## Here for You

### **Directorate**

Services and Influencing

### **Team**

Personalised referral route, Here for You

### **Reporting manager**

Team leader, stakeholders

### **Direct reports**

Support officer, stakeholders

## **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 Services where the Here for You team sits within personalised referrals.

## **Job purpose**

To support the day-to-day operation of Here for You, the personalised referral service at Breast Cancer Now. Working closely with the team leader, the post holder will contribute to the delivery and expansion of Here for You. This includes:

- Being responsible for day-to-day operations of Here for You

- Supporting engagement work and acting as a first point of contact for healthcare professionals
- Collaborating with colleagues across Breast Cancer Now teams

### **Key tasks and duties**

#### Service delivery

- To ensure the smooth day to day running of Here for You, making sure that operational processes, such as signing data sharing agreements and sending welcome packs, are recorded, tasks are completed efficiently, and issues are resolved
- To implement regular evaluation processes to ensure high quality standards are monitored and maintained as agreed with the team leader, Here for You
- To keep up to date with administrative tasks such as updating the customer record management databases and excel spreadsheets while working in accordance with GDPR and data protection requirements

#### Healthcare professional engagement

- To develop and maintain relationships with healthcare professionals and NHS partners. This includes working closely with other Breast Cancer Now service co-ordinators, the healthcare professional engagement team and the services support team (SST) to align ways of working
- As and when required, to facilitate and present at meetings, evaluate feedback and share data

#### Working across the organisation

- To ensure that the Here for You key messages are communicated effectively across all teams
- To work with the team leader to proactively seek opportunities to collaborate across teams

#### General

- To be an effective and proactive member of the wider team and charity, working collaboratively and productively with colleagues
- To demonstrate a commitment to equality, diversity and inclusion and proactively promote an inclusive environment in your working practices
- To maintain and improve competencies through continued professional development, attending training as required
- To 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
Of working simultaneously across multiple teams internal externally	<b>x</b>	<b>x</b>
Of working with people from different backgrounds, including vulnerable adults	<b>x</b>	<b>x</b>
Of delivering or supporting projects and services Including monitoring and evaluation.	<b>x</b>	<b>x</b>
Of working in a logical, organised way, using learning and reflection	<b>x</b>	

	Method of assessment	
	Shortlist	Interview
Of working in the health and social care sector	<b>x</b>	
Of co-production or service user involvement	<b>x</b>	<b>x</b>

## Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent verbal and written communication skills, including confidence in delivering presentations to groups individuals online and in person	<b>x</b>	<b>x</b>
Excellent organisational skills, including prioritising workloads and meeting deadlines	<b>x</b>	<b>x</b>
Ability to multi-task and work in a collaborative and friendly way across multiple teams	<b>x</b>	<b>x</b>
Ability and confidence to work in a hybrid working model. (which allows you to work up to 3 days per week at	<b>x</b>	

home)		
Confidence and ability to use databases to collect and interpret data for reports.	<b>x</b>	
Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required.	<b>x</b>	

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

	Method of assessment	
	Shortlist	Interview
Willingness to enhance professional development	<b>x</b>	

### Knowledge

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

	Method of assessment	
	Shortlist	Interview
Excellent computer literacy, including good working know of Microsoft Office and different customer record management systems	<b>x</b>	
An understanding and commitment to equality, diversity and inclusion	<b>x</b>	<b>x</b>
An understanding of and commitment to current data protection legislation	<b>x</b>	

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

	Method of assessment	
	Shortlist	Interview
Knowledge of the UK healthcare system and cancer pathways	<b>x</b>	
Knowledge and understanding of the challenges faced by people affected by breast cancer or other life-limiting illness.	<b>x</b>	<b>x</b>

# Role information

## Key internal working relationships

You'll work closely with the following:

- Senior manager, personalised referrals and the Here for You team
- Personalised support teams
- Primary services team and Secondary services team
- Insight, strategy and innovation team
- Services support team

## Key external working relationships

You'll work closely with the following:

- NHS partners and healthcare professionals
- People affected by cancer
- Referral platform provider
- Volunteers from the lived experience project group

## General information

<b>Role location and our hybrid working model</b>	<p>This role is 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:</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 to 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>	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 August 2025

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

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