

Helpline and Ask our Nurses service coordinator



Directorate

Support and Influencing

Team

Nursing

Reporting manager

Senior Clinical Nurse Specialist - Helpline and Ask Our Nurses

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 Nursing, healthcare professional engagement and health information team.

Job purpose

The helpline and Ask Our Nurses Service (AON) coordinator role sits within the nursing and helpline teams.

The nursing healthcare professional engagement and health information team includes an associate director, senior clinical nurse specialists, clinical nurse specialists, sessional nurses and helpline staff who provide support and information to over 12,000 people

every year through the freephone helpline and AON written enquiry service. The role also sits alongside another helpline and AON services coordinator.

You're main responsibility is for the day-to-day administrative support for the helpline and administering the AON enquiries.

You'll be able to cover all aspects of the role but will lead on specific areas as those highlighted below.

You're responsible for compiling statistics and reports for the directorate as needed. You're be a point of contact for the helpline and AON service. You're be involved in supporting the implementation of service developments alongside the senior clinical nurse specialists and clinical nurse specialist. You'll ensure that the team are kept up to date with relevant internal and external developments.

Key tasks and duties

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- Act as a contact for the helpline and AON service
- Administer the AON service
- Support the helpline team in their use of electronic systems and in-house databases, providing training where needed and helping to ensure developments are implemented efficiently
- Help coordinate staff call listening and quality monitoring
- Oversee the administration and upkeep of staffing rotas for the service, including the monthly collection of timesheets
- Book staff supervision, meetings, conferences and study days
- Manage the feedback reporting processes for the directorate, ensuring timely and accurate documentation
- Compile statistics and other relevant data for the helpline and AON service and report on them as required
- General administrative duties as required, including processing financial requests and maintain expenditure records
- Organise travel arrangements
- Support with interviewing
- Liaise with external agencies and suppliers
- Coordinate the documentation of the Nursing & Midwifery Council registration and revalidation
- Any other duties that are within the scope and remit of the role and as agreed with your manager
- Adhere to all Breast Cancer Now's policies and procedures

Person specification

Qualifications and experience

It's essential for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of working in an administrative role	x	
Experience of recording data	x	x
Experience in providing customer service and support	x	x
Familiar with co-ordinating and running rotas/schedules	x	
Delivering and supporting projects	x	x
Proficient in using databases and spreadsheets to produce statistical reports and visual data presentations, including graphs	x	
Experience of microsoft office	x	
Experience of booking and servicing meetings and events	x	

It's desirable for you to have the following:

	Method of assessment	
	Shortlist	Interview
Working with health care professionals	x	
Familiar with medical terminology	x	
Experience of working in the voluntary sector	x	

Skills and attributes

It's essential for you to have the following:

	Method of assessment	
	Shortlist	Interview
Excellent written communication skills	x	
Excellent organisational skills and the ability to prioritise	x	x
Friendly and collaborative attitude to team communication	x	x

Knowledge

It's essential for you to have the following:

	Method of assessment	
	Shortlist	Interview
Knowledge around using microsoft office products to present data or statistics	x	

It's desirable for you to have the following:

	Method of assessment	
	Shortlist	Interview
Understanding of breast cancer or serious health conditions	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Nursing, healthcare professional engagement and health information

Key external working relationships

You'll work closely with the following:

- Call handling

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>28 per week over 4 days</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	<p>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.</p>

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, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. 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 September 2025

Find out more about us at
breastcancernow.org

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CANCER
NOW** The research &
support charity