

# Sessional support officer, Here for You (delivery)



## **Directorate**

Support and influencing

## **Team**

Personalised support services – part of the wider services team

## **Reporting manager**

Senior manager, 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 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 services where the Here for You team sits within personalised referrals.

## **Job purpose**

- To support the day-to-day delivery of Here for You, the personalised referral programme managed by the senior manager at Breast Cancer Now.
- To make initial and follow up calls to primary and metastatic breast cancer patients.

- To ensure that referred patients get their phone calls within service level agreements and provide timely and trusted information and support to people diagnosed with breast cancer. This involves responding to safeguarding issues, collecting data, and deliver excellent and accurate information about our services on the phone.
- To follow up referrals with healthcare professionals.
- To collaborate with colleagues, contributing to the personalised referral route integration into primary and secondary/metastatic services, as well as personalised support services.

## **Key tasks and duties**

### **Personalised referral route**

- To make phone calls as allocated (either by appointment or waiting list).
- To make a minimum of 7 calls per day which include initial, 3 month and 6 month follow up calls to people referred to Here for You.
- To complete all administrative tasks related to the call, incl. internal service referrals, event/ group sign ups and tracking of call logs.
- To report and escalate any safeguarding concerns and complaints to the team leader.
- To address patient queries in writing or by telephone including the handling of complaints showing empathy and professionalism.

### **Platforms and databases**

- To ensure that the customer record management databases are kept up to date.

### **Working across services team and organisation**

- To ensure that the Here for You key messages are communicated effectively across all teams.

### **General**

- 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 work outside of normal office hours and during the evenings.
- 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 working in a busy, fast paced people facing team                             | <b>X</b>             | <b>X</b>  |
| Experience of working with a customer relationship management database                               | <b>X</b>             | <b>X</b>  |
| Experience of working with people from different backgrounds, including vulnerable adults            | <b>X</b>             | <b>X</b>  |
| Experience of supporting people over the phone                                                       |                      | <b>X</b>  |
| Experience of escalating complaints and safeguarding issues in an empathetic and professional manner | <b>X</b>             | <b>X</b>  |

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

|                                                         | Method of assessment |           |
|---------------------------------------------------------|----------------------|-----------|
|                                                         | Shortlist            | Interview |
| Experience 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 interpersonal skills with people who may have a life limiting illness                                                                                                                  | <b>X</b>             | <b>X</b>  |
| Excellent written and verbal communication skills, with the ability to communicate with a wide range of people by phone or email, demonstrating sensitivity towards their personal circumstances | <b>X</b>             | <b>X</b>  |
| Confidence and ability to use databases to collect and interpret data for reports                                                                                                                | <b>X</b>             | <b>X</b>  |
| Good attention to detail and accuracy                                                                                                                                                            | <b>X</b>             | <b>X</b>  |
| Willingness to work varying hours, including occasional weekend and evening work if required                                                                                                     | <b>X</b>             |           |
| Logical and thoughtful, with good problem-solving skills                                                                                                                                         |                      | <b>X</b>  |

|                                                                                   |          |          |
|-----------------------------------------------------------------------------------|----------|----------|
| Ability to work in an organised way, using learning and reflection                | <b>X</b> | <b>X</b> |
| Flexible, adaptable, enthusiastic and able to use own initiative when appropriate |          | <b>X</b> |

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

|                                                 | Method of assessment |           |
|-------------------------------------------------|----------------------|-----------|
|                                                 | Shortlist            | Interview |
| Willingness to enhance professional development | 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                        | <b>X</b>             | <b>X</b>  |
| An understanding and commitment to equality, diversity and inclusion                                                               | <b>X</b>             | <b>X</b>  |
| Good knowledge General Data Protection rules and data protection legislation                                                       | <b>X</b>             |           |
| Excellent computer literacy, including good working knowledge of Microsoft Office and different customer record management systems | <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:

- Personalised referrals 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</b>         | Home based                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Hours of work</b>         | Irregular hours                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Contract type</b>         | Sessional - fixed-term (November 2025 to July 2026)                                                                                                                                                                                                                                                                                                                             |
| <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, you'll be asked to submit your CV. 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 October 2025

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

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