

# Manager, Here for You (stakeholder lead)

## **Directorate**

Support and influencing

## **Team**

Here for You

## **Reporting manager**

Senior manager, personalised referrals

## **Direct reports**

Support officer(s), 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, through our award-winning services and our successful campaigning. It brings together 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

The role is responsible for the management and development of the Here for You's geographical reach with NHS Trusts and other partner organisations and leading on streamlining our engagement processes across services and collaborating with partners. Here for You provides people diagnosed with breast cancer personalised and timely access to all of Breast Cancer Now's trusted information and specialist support via a single healthcare professional referral.

The postholder leads the creation of evidence-based improvements to our processes with partners and is responsible for implementing our engagement framework, business plans and action plans. This role includes the line management of a small team based in different locations and liaising with a wider team across the UK.

## Key tasks and duties

### Referral pathway development, coordination and promotion

- Manage the planning and sign up of NHS Trusts to Here for You through our stakeholder engagement framework, protocols and procedures
- Review the Here for You engagement framework with partners and increase insight into HCP referral behaviours
- Manage and oversee Here for You's role in cross collaboration with internal colleagues and outreach with external stakeholders (incl. leading on cancer alliance working groups)
- Lead on reviewing and auditing existing procedures, processes and working practices to reach people at scale.
- To work with the senior manager, personalised referrals, heads of services and colleagues to evaluate Here for You effectively, contributing to analysis and contribute to internal and external reports.
- Act as the first point of contact for concerns and complaint escalation for the stakeholder team

### Staff management and team leadership

- To manage, support, develop and guide the support officers (stakeholders) in line with our processes and procedures. This includes all line management responsibilities such as recruitment, facilitating regular team meetings, supervision (incl. pastoral care) and appraisals, developing objectives, work plans and ensuring outcomes are achieved
- Create a positive working environment, with a strength-based approach actively promoting staff well-being and foster a supportive and high-performing team

### Wider Here for You related duties

- Work with the senior manager, personalised referrals, the team leader, (delivery) and support officers (stakeholders) to ensure Here for You's growth is sustainable
- Together with the senior manager, personalised referrals and Team leader (delivery),

complete the monthly data report, using insight to inform operational decision making, improvements, performance monitoring and service development

- With the evaluation manager and senior manager (personalised referrals), develop and implement evaluation cycle(s) and processes for our work with stakeholders to ensure high quality standards are monitored, maintained and inform future service development
- Deputise for the senior manager, personalised referrals in their absence and cover their presence in meetings when unavailable.
- Review and innovate the ways we approach and work with healthcare providers to maximise our geographical reach
- To attend the PRR lived experience project group, bring agenda items to the group and embed learning into operational functions
- Lead on reviewing, developing and implementing structures, processes and frameworks which ensure a standardised approach to the way the team works with internal and external stakeholders. This includes updating all relevant documents and paperwork.

#### Platform management and databases

- To escalate any platform issues to the appropriate channels and ensure the platform is kept up to date, ensuring compliance and data quality
- Work with our CRM team as well as services business support to address any concerns and develop new pathways for effective documentation
- Work with the CRM team and colleagues on a unified process to record interactions on our systems
- Develop and implement processes of monitoring referrals from healthcare professionals using the data processing platform and address issues and escalate concerns as required

#### Working across services and teams

- Lead on mapping current engagement processes with NHS Trusts across services and streamline the approach we take
- Play a leading role in building strong relationships with service coordinators and managers to identify opportunities for working collaboratively across our functions and delivering a cohesive offer
- Work with the service pledge team to integrate Here for You into the cancer alliances they work with
- Work closely with the healthcare professional engagement senior manager to work collaboratively, share best practice and ensure a streamlined approach to reaching out to healthcare professionals
- Liaise with other teams regarding data protection impact assessments

- Liaise with the business support team and data privacy manager to oversee the successful implementation of patient referral agreements and data protection discussions with NHS Trusts
- Support the work of EDI colleagues and projects by identifying and reducing barriers to accessing services and collaborating on any proposals for amendments or new developments
- Work with the legal and safeguarding team to ensure we're GDPR compliant
- Work with the marketing team to ensure our promotional materials are up to date

#### General

- Be an effective and proactive member of the services team and the wider charity, working collaboratively and productively with colleagues.
- Demonstrate a commitment to equity, diversity and inclusion and proactively promote an inclusive environment in your working practices.
- Maintain and improve competencies through continued professional development. Attending training as required.
- 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
Experience of and excitement for project management with experience across multiple services or partners	x	x
Substantial experience of managing internal and external stakeholder relationships successfully	x	x
Experience of leading, motivating and managing staff members and supporting their development	x	x
Demonstrable experience of working in a busy, fast paced team	x	x

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

	Method of assessment	
	Shortlist	Interview
Experience of co-production or service user involvement	x	x

## Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Logical, analytical, reflective and thoughtful, with good problem-solving skills		x
Ability to multi-task, organise workload with excellent time management skills and ability to manage conflicting demands and deadlines	x	x
Ability to work autonomously and as part of a team	x	x
Excellent written and verbal communication skills, with the ability to communicate with teams across multiple departments and external partners in-person, by phone and email	x	x
Ability and confidence to work in a hybrid working model including remote management	x	x
Ability to adapt and confidence to work in an environment of change		x
Excellent attention to detail and accuracy	x	x
Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required	x	

## Knowledge

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

	Method of assessment	
	Shortlist	Interview
An understanding and commitment to equity, diversity and inclusion	x	x
Good knowledge General Data Protection rules and data protection legislation	x	
Excellent computer literacy, including good working knowledge of Microsoft Office and different customer record management systems, databases and their utilisation for reporting	x	
Knowledge of the UK healthcare system and cancer pathways	x	x

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the challenges faced by people affected by breast cancer or by long term or life-limiting illness	x	x
Knowledge and understanding of the importance of trauma informed practice in a cancer environment	x	

# Role information

## Key internal working relationships

You'll work closely with the following:

- Here for You 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 and our hybrid working model</b>	<p>This role is based in either 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:</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, Tuesday, Wednesday and 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>	<p>12-month fixed term contract with the possibility of extension</p>

<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 2026

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