

Support officer (stakeholders), Here for You

Directorate

Support and influencing

Team

Personalised support services

Reporting manager

Manager, Here for You (stakeholder lead)

Date of job description

June 2026

Our charity

We're Breast Cancer Now, the UK's leading breast cancer charity. And we're combining the power of science and support to change breast cancer. Now.

We're funding world-class science now, so no one dies of breast cancer in the future. We're here with life-changing support now, so no one has to face breast cancer alone. And we're running groundbreaking campaigns now – for better awareness, quicker, earlier diagnosis and access to treatments.

We've been making change happen for over 50 years, and we're not stopping now. Because we have a bold vision. That by 2050, everyone with breast cancer will live and live well.

We can't do it on our own. But together, we can make change happen. 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.

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 manager, to 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 manager.
- 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 coordinators, the healthcare professional engagement team, the Service Pledge 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 internally and externally	x	x
Of working in the health and social care sector to develop and maintain professional relationships	x	x
Of delivering or supporting projects and services including monitoring and evaluation	x	x
Of working in a logical, organised way, using learning and reflection	x	

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

	Method of assessment	
	Shortlist	Interview
Of working with people from different backgrounds, including vulnerable adults	x	
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
Excellent verbal and written communication skills, including confidence in delivering presentations to groups and individuals online and in person	x	x
Excellent organisational skills, including prioritising workloads and meeting deadlines	x	x
Ability to multi-task and work in a collaborative and friendly way across multiple teams	x	x
Ability and confidence to work in a hybrid working model (which allows you to work up to 3 days per week at home)	x	
Confidence and ability to use databases to collect and interpret data for reports	x	
Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required	x	

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 computer literacy, including good working knowledge of Microsoft Office and different customer record management systems	x	
An understanding and commitment to equality, diversity and inclusion	x	x
An understanding of and commitment to current data protection legislation	x	

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

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

About the role

Key internal working relationships

You'll work closely with the following:

- Senior manager, personalised referrals and the Here for You team
- Personalised support services teams
- Primary services team and secondary services team
- Insight, strategy and innovation team
- Healthcare professional engagement 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

Role location and our hybrid working model	<p>This role can be based in our London or Sheffield office. Our hybrid working model also allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>London: 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p> <p>Or</p> <p>Sheffield: St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p>
Salary range	<p>The salary range for this role is:</p> <p>£30,000 to £31,000 if London based £28,000 to £29,000 if Sheffield based</p>
Induction	<p>We want you to have a positive induction experience, so we'll ask you to think about coming into the office a bit more often at the start of your role.</p> <p>This will help you get to know your colleagues, and will make it easier for people to be on hand to support you. After that, you'll be able to move to our hybrid working model.</p>

Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research, some of which may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternative.
Conflict of interests	You're expected to devote your full attention and abilities to your paid duties. This means you shouldn't take on any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours that could impair your ability to act in the best interests of, or prejudice the interests of, Breast Cancer Now or your work.
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

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.