

Job Description

The merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. From April 2019, we'll be the UK's first comprehensive breast cancer charity. From research to care, our new charity will have people affected by breast cancer at its heart — providing support for today and hope for the future. United, we'll have the ability to carry out even more world-class research, provide even more life-changing support and campaign even more effectively for better services and care.

Together, we believe that, by 2050 everyone who develops breast cancer will live and receive the support they need to live well now.

Job title	Evaluation and Impact Manager
Directorate	Services
Team	Evaluation and Impact
Job title of reporting manager	Director of Services
Job title(s) of direct reports	Not Applicable
Document created (Month and Year)	October 2019

Overview of directorate

The Services Directorate aims to drive forward our services that support the prevention, detection, and treatment of breast cancer, and the care and support of people affected by breast cancer across the UK. The Directorate is responsible for four areas – Services Development and Delivery, Services Improvement, Public Health and Wellbeing, and Volunteering.

Job purpose

To lead on the development and delivery of assigned research and evaluation projects, as well as the collation and dissemination of evidence and insight, with the aim of measuring the impact of Breast Cancer Care and Breast Cancer Now's strategic activities. This in turn will ensure that Breast Cancer Care and Breast Cancer Now has the evidence and insight needed to make evidence based investment decisions that are driven by the needs of the breast cancer community. The post holder will work alongside key colleagues across the organisation to gather insight and use it effectively to provide meaningful evidence for organisational activity.

The post holder will also play an important role in effectively disseminating the findings of our research and evaluation activity to different external and internal audiences. The post holder has

responsibility and oversight to manage data and measure impact, whilst working collaboratively with other teams to not only meet organisational needs, but also those of our beneficiaries. The role is both internal and external facing, and will require the post holder to develop and maintain effective communication and relationships with our service users, volunteers and external research partners/collaborators.

Key tasks and duties

- Lead on developing and embedding an impact and evaluation-led culture throughout the organisation and demonstrating the importance of an evidence based approach.
- Lead on managing the development and implementation of integrated Impact and Evaluation Frameworks for our services, and work with teams across the organisation to support them in improving the capabilities of key staff to evaluate their activity.
- Lead on developing evaluation frameworks and measuring impact on a range of strategic projects across different directorates.
- Being proactive and innovating the impact function where possible.
- Keeping up to date with methods and practices in evaluation, networking, and generating ideas with peers.
- Be an active member and contributor of the Insight Hub and keep the intranet Impact section regularly updated with reports, summaries and slide decks, to ensure that content is easily accessible to key stakeholders in formats that can be used by teams to evidence the case for support and the effectiveness of services.
- Oversee the Impact pages on the website and ensure that content is easily accessible to key stakeholders in formats that can be used by teams to evidence the case for support and the effectiveness of services.
- Where appropriate, deliver or commission research into changing patient awareness, needs and demands, in particular within under-served groups.
- Prepare and develop research tender briefs for research or evaluation projects that will be externally commissioned, and assist relevant staff teams through the research commissioning process.
- Undertake or commission evidence reviews on priority areas as identified by the organisation, and work with other teams to ensure we have effective processes for horizon scanning.
- Work with colleagues across different teams across the organisation to synthesise the learning from different sources of evidence, such as literature reviews, research reports, and evaluation studies, and use this to inform and influence Breast Cancer Care and Breast Cancer Now's decision making and planning.
- Support teams across the organisation in identifying their specific research and evaluation needs, in developing their research/evaluation proposals through providing evidence and insight, and in the delivery and dissemination of their research/evaluation activity.
- Manage the design and delivery of annual and bespoke service impact evaluation projects that inform their design and continuous improvement, and provide research and evaluation support to the Services teams when designing and evaluating new pilot services so that we can make clear evidence-based investment decisions.
- Manage various research and evaluation projects and associated budgets, both large and small scale, including projects that are externally funded that have external reporting requirements.

- Undertake both quantitative and qualitative analysis of our services evaluation data and produce high impact summary reports for both internal and external audiences.
- Effectively communicate the outputs and outcomes of our research and evaluation activities and impact evaluations, by:
 - Liaising with the Brand, Communications and Marketing team, to ensure appropriate and accessible dissemination of our research findings to multiple stakeholders, including patients, healthcare professionals, researchers and NHS commissioners.
 - Identifying case studies for inclusion in publications or other media.
 - Identifying and providing links from our website to published evidence.
 - Contributing to the drafting of any publication, web content or articles that summarise the key messages.
- Identify and generate opportunities for future funding and research partnerships/collaboration (with academics or clinicians) on research and/or evaluation studies that seek to address our organisational priorities.
- Administer the research governance approval processes involved in reviewing research requests from external stakeholders (e.g. academic researchers), and ensure that service users and people affected by breast cancer are given opportunities to contribute.
- Work with the Head of Volunteering and the Patient Advocacy function within the Policy, Evidence and Influencing team in promoting opportunities for people affected by breast cancer to be consulted and/or involved in shaping the research and evaluation work of the organisation, thereby enabling us to identify gaps in service provision and informing the design and evaluation of our services.
- Proactively manage relationships and communication with internal and external colleagues, to include formal meetings (such as advisory groups) and informal communication (such as telephone catch-ups with external researchers) and ensure appropriate record keeping and completion of the actions arising.
- Keep updated in the areas of psycho-oncology, health and wellbeing interventions and breast cancer early detection.

General

- To be an effective member of the team, presenting a positive impression of the team and the service.
- To work collectively and individually to promote a constructive and sensitive approach to others.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- An undergraduate degree, preferably in a health or social sciences related subject
- Of working within a charity or public sector research environment
- Of evaluating services, either in a charity, health or social care setting
- Of data analysis to support policy or service development
- Of evaluation methods and practice, including process evaluation and impact measurement
- Of both quantitative and qualitative research methodologies
- Of research tools and approaches, such as literature searching, online survey software, software for data analysis (both quantitative and qualitative)
- Of commissioning research or evaluation projects
- Of commissioning and or managing research activities that are practice or policy relevant
- Of effectively disseminating evidence summaries to different audiences using a variety of communication and media channels

It is **desirable** for you to have the following qualifications and experience:

- A postgraduate degree, preferably in a health or social sciences related subject

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Excellent project management and planning skills across multiple projects
- Excellent collaboration skills, able to work across teams and recognise and balance the needs of all interested parties/stakeholders in the development and delivery of research and evaluation projects whilst achieving the best results for the organisation
- Strong analytical skills and the ability to interpret and summarise evidence from multiple sources and produce clear messages that can be used to influence peers and decisions makers
- Effective communication skills through formal and informal means, including excellent skills in networking, oral and written communication and making presentations
- Ability to demonstrate evidence based thinking and critical appraisal
- Ability to work on own initiative and be confident in making sound, independent judgments
- Ability to work under pressure, manage competing priorities and deliver on time to agreed deadlines
- Ability to prioritise and work reactively on projects where circumstances might be challenging
- Ability to effectively facilitate meetings and discussions
- Ability to work well as a member of a team, with a wide variety of people
- Ability to use Microsoft Office applications and the internet proficiently
- Ability to show tact and discretion when dealing with sensitive and confidential information
- A willingness to work variable hours, with occasional weekend and evening work and to travel within the UK
- Insight and expertise to ask the right questions to develop patient centred outcome measures based on the outcomes of services and for the needs of the organisation

- Flexibility in approach to work to enable a fast response to changes in the external environment and/or changes in internal priorities

It is **desirable** for you to have the following skills and attributes:

- Ability to use Blackbaud CRM and/or Raiser's Edge software proficiently

Knowledge

It is **essential** for you to have the following level of knowledge:

- Knowledge and experience of using Patient Reported Outcome Measures (PROMs), understanding how they are used and interpreted, in what context and which are appropriate for the needs of the organisation
- An understanding of breast cancer and its impact and how these inform Breast Cancer Care and Breast Cancer Now's vision and mission
- An understanding of and commitment to issues relating to equality of opportunity and the ability to implement change in this area
- An understanding of data protection law and how it applies to the storage and use of service user and supporter data

It is **desirable** for you to have the following level of knowledge:

- Experience and knowledge of undertaking research or evaluation studies in the field of psycho-oncology
- An understanding of the UK health systems, cancer services and NHS structures, both nationally and locally
- An understanding of and commitment to the principle of involving patients in shaping and developing health services

Role Information

Key internal working relationships

You will work closely with the following:

- Director of Services
- Members of the Services Directorate
- Clinical Director and members of the Clinical Directorate
- Assistant Directors, Heads of and other key colleagues in other directorates

Key external working relationships

You will work closely with the following:

- NHS partners and healthcare professionals
- Women and men affected by or at risk of breast cancer, particularly service users and supporters
- Volunteers
- Other charitable organisations and patient groups
- Corporate partners
- Funders
- Academic researchers
- External research companies and consultancies including technical partners
- Relevant professional networks and membership bodies

General information

Number of posts in the directorate	Circa 50
Number of posts in the team	1
Location of role	Can be based in any of our five offices at: Ibex House, 42-47 Minories, London EC3N 1DY or Robertson House, 152 Bath St, Glasgow G2 4TB or 222 Leith Walk, Edinburgh EH6 5EQ or St James House, Vicar Lane, Sheffield S1 2EX or 1st Floor, 14 Cathedral Road, Cardiff CF11 9LJ
Hours of work	35 per week, Monday to Friday
Contract type	Permanent

Medical research	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 are no alternatives.
Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not 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.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.