

## Job Description

### Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

<b>Job title</b>	Development Manager, Here for You
<b>Directorate</b>	Research, Support and Influencing
<b>Team</b>	Services
<b>Job title of reporting manager</b>	Head of Personalised and Specialist Support Services
<b>Job title(s) of direct reports</b>	Support Officer, Here for You
<b>Document created (Month and Year)</b>	August 2022

### Overview of directorate

The Research, Support and Influencing Directorate is responsible for delivering Breast Cancer Now's work, through our research, our award-winning services and our successful campaigning. It brings together our research portfolio, our support services (including our helpline), our team of nurses, our health and patient information, our public health and wellbeing team, and our work on policy and influencing.

### Background

Breast Cancer Now has an ambition that by 2025 anyone who receives a diagnosis of breast cancer will receive a personalised referral to the charity's support services, ensuring they receive the information and support that meets their needs.

Our Here for You personalised referral service is critical to achieving that ambition. Patients are referred by their healthcare professional, then contacted by volunteers who have been trained to provide information and onward referral to Breast Cancer Now's services. Patients are offered follow-up calls to ensure we can respond to their changing needs.

The project has developed through the following stages:

2019 - 2020	Small-scale pilot to test the viability of our approach
January 2021 - July 2021	Soft roll-out among existing stakeholders
August 2021 - July 2022	Expansion project launched, refining the service model and promoting the service to Cancer Alliances and hospital trusts in England

### **Job purpose**

- To further develop Here for You as a high-quality personalised referral service for people newly diagnosed with breast cancer, taking the lead on all stages of project management
- To expand the service across the UK during Phase 2, ensuring it is taken up widely by hospital trusts and health teams across the UK and can be delivered in a cost-effective manner
- To identify barriers to embedding Here for You within Breast Cancer Now's services offer and propose areas for improvement in internal processes and external engagement

### **Key tasks and duties**

#### **Project development and delivery**

- To manage the operational delivery of Here for You, ensuring it is delivered in line with Services' strategic priorities, consistently and to a high standard and provides a quality user experience for people with primary or secondary breast cancer.
- To ensure the service is delivered in a way which is cost-effective and sustainable. This includes (but is not limited to) working with the Volunteer Hub to ensure recruitment, training and ongoing support of Here for You volunteers meets needs of the service; ensuring the transfer of data complies with relevant data protection legislation; working with the Services Marketing team to promote the service within budget.
- To highlight potential risks in delivery, using data and evidence available, and work proactively to implement practical and sustainable solutions.
- To develop and implement a clear project plan to expand Here for You further across the UK, identifying and implementing key milestones in the next phase of delivery, ensuring work is completed on time and to a high quality.
- To develop, implement and monitor key performance indicators for ongoing and future delivery.
- Working with the Evaluation and Impact team, to assess the impact of the Here for You service, for patients and frontline healthcare professionals, and produce robust evidence to demonstrate its value to healthcare organisations.
- To develop collaborative working relationships with internal stakeholders across the Services team and Breast Cancer Now to embed their contribution to Here for You within their own workplans so that the service can achieve maximum impact and meets the needs of patients, healthcare professionals and the charity.
- To provide line management and support to staff allocated to the project.

## **Engagement and promotion**

- To work with the Head of Personalised and Specialist Support Services to develop and implement a clear plan for engagement with healthcare services during the next phase of the project, scoping different opportunities to promote the Here for You service and increase uptake of the service.
- To work with internal stakeholders, including the Healthcare Professional Engagement team, the Service Pledge team, Service Development Managers and Heads of Service, to ensure engagement is coordinated and has maximum impact.
- To negotiate implementation of the programme and packages of support in individual locations with healthcare teams as required.
- To increase uptake of the service, identifying barriers to success and proposing practical and sustainable solutions.

## **Communication and reporting**

- To develop and maintain effective links and communication with all relevant internal stakeholders, to ensure the Here for You service is included within their own operational and engagement plans.
- To produce regular reports for internal stakeholders, including the Services Leadership team and the Here for You strategy group on progress, highlighting learning and recommendations for future development.
- To disseminate information to external stakeholders, including healthcare teams and funders, for example via webinars and presentations at meetings, to raise the profile of the service and encourage uptake.
- To produce reports for funders and external stakeholders as required.

## **General**

- To be an effective member of the Services team and the wider charity, working collaboratively and productively with colleagues.
- To present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- To recognise, respect and promote equality and inclusion across our services and in your working practices.
- To attend internal and external meetings as required.
- To maintain and improve competencies through continuous professional development, attending training as required.
- To adhere to all Breast Cancer Now's policies and procedures.
- To travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

## Person Specification

### Experience

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

- Of working in a Project Manager role, delivering significant and tangible results
- Of dealing with all aspects of managing complex project and service delivery, including planning, budgetary control, monitoring results and evaluating success
- Demonstrable experience of leading and managing projects involving multiple stakeholders and bringing them to a successful conclusion.
- Of developing effective relationships with internal stakeholders, raising awareness and ensuring buy-in from other teams or individuals.
- Of developing effective relationships with external stakeholders, promoting services or products and influencing successfully at strategic and operational levels
- Of negotiating agreement terms with external stakeholders
- Of compiling and presenting reports to senior colleagues, for funders and external stakeholders.
- Of managing staff

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

- Of developing and managing services for, or working with, people affected by serious illness or other vulnerable groups.
- Of working with volunteers
- Of working in the charity sector and/or with healthcare providers

### Skills and Attributes

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

- Excellent organisational and planning skills.
- Highly developed time management skills, with the ability to meet tight deadlines and ensure the timely completion of key milestones.
- Excellent relationship building skills with the ability to influence and negotiate with internal and external stakeholders
- Ability to work on own initiative, prioritise workload and manage multiple demands.
- Ability to identify, analyse and effectively respond to risks, seeking pragmatic and sustainable solutions.
- Ability to implement and manage change effectively.
- Ability to communicate ideas, systems and processes in an accessible and engaging way in order to motivate stakeholders
- Ability to work as part of a busy team and across different geographical sites.
- Willingness to travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.

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

- Ability to think strategically and innovatively.
- Ability to deal with sensitive and confidential information with tact and discretion.

### **Knowledge**

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

- Knowledge or experience of UK healthcare systems and the current challenges they face.
- An understanding of the principles of equality, diversity and inclusion and a commitment to apply these to this work.
- Understanding of, and commitment to, current data protection legislation.

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

- An understanding of the issues faced by people affected by breast cancer or life-changing illness.

## Role Information

### Key internal working relationships

You will work closely with the following:

- Head of Personalised and Specialist Support Services
- Head of Patient Experience
- Head of Community Support Services (UK)
- Associate Director, Services
- Services Development Managers and teams
- Healthcare Professional Engagement Manager
- Service Pledge Manager
- Evaluation and Impact Manager
- Senior Manager, Services Business Support
- Services Support Manager
- Volunteer Hub
- Managers in Digital and Data teams
- Nursing and Health Information team

### Key external working relationships

You will work with the following:

- Healthcare professionals, including multidisciplinary teams (MDT) and breast care nursing teams.
- Healthcare managers and policy makers

### General information

#### Role location and our hybrid working practice

The role can be based in any of our offices. However, in line with our hybrid working practice, full time staff members may choose to work up to three days per week from home. The other days will be primarily based in one of the following Breast Cancer Now offices:

- Ibex House, 42-47 Minories, London EC3N 1DY
- Robertson House, 152 Bath St, Glasgow G2 4TB
- St James House, Vicar Lane, Sheffield S1 2EX
- 1st Floor, 14 Cathedral Road, Cardiff CF11 9LJ

<b>Induction</b>	It is important all new staff members have a positive and consistent induction experience with Breast Cancer Now. Therefore, both new staff members and their manager will be asked to consider coming into the office more frequently during their initial period of employment. Days to be agreed with their manager. This will enable both parties to get to know each other and become part of their team and get to know their colleagues quicker. This will also allow their induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter, the staff member will be able to follow the hybrid working practice as described above. This is subject to primary office location.
<b>Hours of work</b>	35 per week, Monday to Friday
<b>Contract type</b>	Fixed term until 31 July 2024
<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 are no alternatives.
<b>Conflict of interests</b>	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.
<b>Immigration, Asylum and Nationality Act 2006</b>	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.