



Role Title: Programme Officer

Responsible to: Programme Delivery Manager

Location: Hybrid, with two days per week at Shine's co-working space in Blackheath, Southeast London or in Poole, Dorset.

Hours & salary: Full time (35 hours per week). Salary range is £28 - 31,000 depending on experience. There is a two-month probation period.

Benefits: Employee contribution pension, training and development support.

Holiday: 28 days annual holiday including 8 days of public holidays. We also give you your birthday off each year.

Who we are

We are a small but impactful national charity. We want every adult in their 20s, 30s and 40s diagnosed with cancer to know they're not alone, and to have the support, knowledge, and confidence to navigate whatever cancer throws their way.

Shine is a small team of committed people who like to ensure that work isn't a grind. We aim to have fun while making a difference to the lives of young adults with cancer and we'd love to have you on our team!

Main purpose of the role

This is a key role supporting the delivery of the online and in-person programmes that we run at Shine Cancer Support. Our programmes are a vital means of support for the Shine community, enabling younger adults to cope with cancer, no matter the type or stage of cancer.

As a Programme Officer, you will play an important role in working with the Programme Delivery Manager to ensure that the content of the programmes

meets the needs of our service users, and that they are delivered in a way which empowers younger adults and builds Shine's community across the UK.

Key Responsibilities

1. Programme delivery:

- In collaboration with other team members, facilitating a range of Shine programmes, both online and in-person. This will include Shine's current programmes: Break Out and Shine Circles, as well as in-person programmes such as Shine Shake Ups. Training and supervision will be provided for both. Travel may be required to cities across the UK to facilitate programme delivery.
- Facilitating regular online 'meet ups' for Shine service users from across the country.

2. Programme administration:

- Managing programme applications from application to enrolment on the programme.
- Conducting pre-programme discussions with applicants, ensuring they know what to expect from the programmes, answering questions they may have, and keeping relevant, confidential notes.
- Sharing upcoming programmes with other charity contacts and/or healthcare professionals.
- Working with other members of the Shine team to oversee programme-related administration
- Assist in maintaining databases of confidential participant data.
- Responding to enquiries from programme participants throughout the course of the programmes and beyond.

Evaluation and Reporting:

- Supporting the Programme Delivery Manager to conduct programme evaluations to assess effectiveness and impact.
- Analysis of monitoring data.
- Drawing on qualitative and quantitative feedback to create resources and case studies to further promote the programmes.

Person Specification

Essential:

- Experience of leading groups, facilitating group conversations or delivering education.
- Willingness/ability to support the needs of a diverse range of individuals.
- Strong organisation and project management skills, and the ability to deliver and respond to challenges.
- Excellent written and spoken communication skills
- Ability to use data and evidence to monitor key performance indicators, helping to make informed decisions on the programmes.
- Well-developed interpersonal skills and the ability to interact with empathy to members of the Shine community.
- Excellent IT skills, including solid knowledge of Word and Excel.

Desirable:

- Experience of working in, or with lived experience of, healthcare environments.
- Experience in a caring or pastoral role
- Experience of supporting the administration of programmes or events.
- Knowledge of online databases and software including Canva, Dot Digital, Asana and Salesforce.
- Experience of managing projects remotely, including using tools such as Trello and/or Asana.

Other Requirements:

- Willingness to travel as required.

This job description summarises the main duties and responsibilities of the post. You may be required to undertake other appropriate duties, which are within your capabilities or for which training has been given. You won't be expected to carry out all of these roles immediately; we will support you to develop new skills as you progress.

Key approaches

- Respectful of the confidentiality of beneficiaries and the ability to work within charity law and governance structures.

- Ability to relate to our beneficiaries and volunteers, and to respond empathetically to difficult personal situations.
- Be prepared to have progress assessed regularly and be appraised annually should the role be extended.
- Willingness to work as part of a small team spread across the UK; this requires good communication as the ability to be flexible in the approach to work.

Successful candidates will be asked to undergo an enhanced DBS check in keeping with Shine's Safeguarding Vulnerable Adults Policy.

What Shine offers

By sharing your skills, time and expertise with Shine, you'll be contributing to the growth of a small, rapidly growing charity, while also gaining insights into the challenges and opportunities that this presents. We expect everyone who works with us to like people and to be happy to contribute to the overall success of Shine, even if that means occasionally taking on tasks that aren't in your job description. We are happy to fund relevant training, within our budget guidelines, and to provide opportunities for professional development and growth.

In addition to your salary, you'll receive regular pension contributions (currently 3%, as mandated by the UK Government) and access to a bike-to-work scheme.

Vision

We want every adult in their 20s, 30s and 40s diagnosed with cancer to know they're not alone, and to have the support, knowledge, and confidence to navigate whatever cancer throws their way.

Mission

There's never a good time for a cancer diagnosis, but in your 20s, 30s or 40s there are particular challenges to navigate, like work, dating, finances and more. At Shine Cancer Support, we've been there and we get it. We're here to help you deal with everything that your diagnosis brings, before, during and after treatment, and to welcome you into our community.

Our values

1. *Inclusive* - Our services are open to anyone in their 20s, 30s and 40s with a cancer diagnosis, no matter what type or stage, when your diagnosis was, or whatever your background is.

2. *Approachable* - We want everyone in our Shine community to feel welcomed and able to get involved, and we design all our services to be friendly, fun and down-to-earth.

3. *Authentic* - We're patient-led and passionate, and we want everyone involved to have a genuine and honest voice, with patients' voices at the heart of our work.

4. *Innovative* - As a small charity, we're adaptable and agile, and we seek to be responsive to needs as they change. We listen to what our Shine community is saying and strive to find practical solutions.

5. *Empowering* - Our services aren't about us "doing" to or for you. We want to empower you to ask the right questions, get the right information, take control, and make the best decisions for yourself.