

Job description

Senior Services Officer (Scotland)

Reporting to:	Community Services Engagement Manager
Salary:	£33,100 per year with contributory pension scheme
Location:	Scotland – home based with travel (across UK) and overnight stays
Holiday entitlement:	27 days plus three discretionary days between Christmas and New Year and statutory holidays
Terms and conditions:	Permanent and full time, 35 hours a week. The postholder may be required to work some evenings or weekends, for which time off in lieu (TOIL) will be given in line with our TOIL policy.

About Bowel Cancer UK

We're the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We currently have around 90 staff based in England, Wales, Scotland and Northern Ireland. Thanks to the generosity of our community, we're in a privileged position to be able to grow our staff team to deliver our ambitious five-year strategy, '[On A Mission](#)'. There are huge challenges facing bowel cancer patients across the UK and our community needs us now more than ever. We're building a strong and united team to bring us closer to a world where nobody dies of bowel cancer.

Job summary

The Senior Services Officer for Scotland will work to develop and deliver a portfolio of support and information services for people in Scotland affected by bowel cancer. In the Services team, we currently have a range of peer support and information services and we also work closely with health care professionals and other organisations. We're constantly innovating, testing and refining our offerings to ensure they reach as many people as possible and provide the support they want. This role will be responsible for scaling our existing services in Scotland and adapting them to meet the specific needs of patients and

their families across the country. This is an exciting opportunity to work closely with our patient community and lead change across the bowel cancer pathway in patient support.

Main responsibilities

- Lead the promotion, delivery and scaling of our existing patient support services across Scotland, tailoring services as required to meet the specific needs of bowel cancer patients and their families across the country
- In partnership with the other staff based in Scotland, continue to build the profile of the charity, engaging senior stakeholders across sectors and developing partnerships where appropriate
- Work closely with the Clinical Lead and Health Professional Education and Engagement team to develop strong relationships with health professionals in primary and secondary care involved in the bowel cancer pathway, to promote and market our services
- Work closely with the Awareness and Volunteer teams to support the delivery of our awareness programme and to promote the programme across Scotland, role managing volunteers where required
- Work collaboratively and flexibly with staff across the charity, volunteers and external partners to adopt a co-productive approach to service development to ensure all service development is evidence based and needs led. Make appropriate use of needs assessments and user engagement and involvement – including for example desktop research, surveys, focus groups, feedback and evaluation
- Work closely with the Services team to support the ongoing work to build relationships with face-to-face support groups and to recruit volunteers to roles across the organisation
- Working closely with the Community Services Engagement Manager support the development and delivery of a sustainable model of engagement that ensures the voice of patients and services users is heard and has influence
- Actively support the monitoring and evaluation of services for quality, outcomes, and impact in line with the Services–wide evaluation framework. This includes making data available to inform decisions on further service development and improvement to ensure our services ensure to meet the needs of people affected by bowel cancer

- Work collaboratively with the digital team to ensure digital technology is optimised in all service development, improvement and delivery to facilitate user navigation to and through our service portfolio
- Work closely with colleagues across the charity and in particular the Peer Support Manager to gather and respond to insights into our community's needs and preferences and ensure the patient voice is heard
- Proactively support the fundraising teams to identify, develop and deliver on income generation opportunities – including providing timely information for fundraising proposals, reports, and presentations to current and potential donors

Other duties

- Participate in all relevant meetings of the charity as appropriate, including Team Together days
- Ensure data is handled in accordance with the Data Protection Act
- Demonstrate a commitment to equality, diversity and inclusion in the way you work

Person specification

Qualifications and experience

- Experience of providing an excellent service user experience
- Experience working in a charity environment – preferably for a health charity
- Proven experience of developing and delivering patient facing support activity
- Experience working with service users/patients and volunteers to develop and deliver services
- Proven experience building, managing and developing relationships with primary and secondary care health professionals
- Experience of project management and delivery, with the ability to confidently manage multiple projects in a fast-paced environment and with tight deadlines
- Experience evaluating patient support services

- An understanding of the needs of people affected by bowel cancer and their lived experiences
- Experience working in a remote/dispersed team

Knowledge, skills, and abilities

- Proven ability to work collaboratively across teams and functions to achieve shared aims and objectives
- Strong networking, relationship building and relationship management skills with the ability to inspire and motivate others
- Proven ability to work autonomously and proactively to seek out opportunities and achieve success
- Excellent organisational skills with strong attention to detail
- Proven ability to work with and support volunteers
- Ability to use databases and maintain records to a high standard

Personal qualities

- Exceptional people skills and the credibility to work with people at all levels of the sector and across communities
- Willingness to learn new skills and share expertise with colleagues
- Self-sufficient and able to work on own initiative as well as able to work as part of a team
- Flexible and willing to work collaboratively to achieve the charity's ambitions
- Outstanding people skills and sensitivity when communicating with people affected by cancer
- Commitment to best practice and high standards of customer service with strong ethical standards

- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity

Safeguarding

Safeguarding is everyone's responsibility and at we're committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory basic or enhanced disclosure from the Disclosure and Barring Service (DBS) dependent upon the role.