

Healthcare professional support and engagement assistant

Directorate

Research, support and influencing

Team

Healthcare professional support and engagement

Reporting manager

Healthcare professional engagement senior manager

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the 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.

The directorate has a central role in making sure we achieve our vision, that by 2050, all those who develop breast cancer will live, and live well, and this cannot be achieved without the support and guidance of our partners, our supporters and those affected by breast cancer.

Thanks to the work of the directorate, we will provide support for those affected by breast cancer today and hope for the future.

Job purpose

As a well-organised team player, you will work closely with the healthcare professional engagement team to oversee the smooth running of the team's activities, including the oversight and management of team email inboxes, responsibility for tracking activities

on our database, as well as supporting with the coordination of conference activities, online webinars and meetings.

Key tasks and duties

General business support

- Support the rest of the healthcare professional engagement team by ensuring that activities are delivered efficiently and are supported by excellent processes.
- Be responsible for maintaining the effective storage of team documents and use of our online folders.
- Assist in the smooth running of the team through contribution to organising meetings, internal comms messaging, and effective database management.
- Support the timely processing of invoices and other expense management.
- Support the management of champion nurse groups and other relevant stakeholder groups, where required.

Digital coordination

- Support the set up and delivery of online events and meetings for healthcare professionals and people affected by breast cancer.
- Monitor the healthcare professional web pages and update the relevant teams to help ensure quality and consistency is maintained.
- Oversee the production of new webforms and manage existing registration forms to ensure information is up to date, and that they are functional and compliant.
- Support the monitoring and evaluation of our online events and meetings for healthcare professionals and people affected by breast cancer.
- Building e-newsletters.

Healthcare professional support and engagement

- Monitor the team's shared inboxes, triaging enquiries, responding to stakeholders and identifying actions and assigning the relevant team member to these.
- Ensure the effective registration and management of stakeholders on our supporter database involved in these various groups and activities.
- Maintain accurate records of correspondence and requests and provide quality and timely responses.
- Oversee the administration of agreed supporter journeys for key stakeholders.
- Work closely with the rest of the team to support the delivery of internal and external communications to promote the organisation's healthcare professional support and engagement activities.

Database management

- Ensure all records of stakeholder relationships and activities are accurately recorded onto the organisation's database, in line with GDPR and organisational policies.

- Support the review and cleaning of historic data across the wider nursing, healthcare professional, service pledge and health information team.
- Support the development and implementation of new policies and processes to support effective, timely and compliant data capture for all healthcare professional support and engagement activities.

General

- To provide a range of administrative and support services to meet the business needs of the wider team.
- To attend internal and external meetings as required, including taking notes and writing up minutes of meetings.
- To maintain and improve competencies through continuous professional development, attending training as required.
- To be an effective member of the team, presenting a positive impression of the team and charity.
- To recognise, respect and promote equality and inclusion across our services and in your working practices.
- To be prepared to travel throughout the UK and occasionally 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 qualifications and experience:

	Method of assessment	
	Shortlist	Interview
Relevant experience of working in an administrative role, including use of MS Office 365	x	x
Experience of dealing with a diverse range of individuals and groups	x	x
Experience of using email marketing platforms (e.g. Adestra, MailChimp)	x	
Experience of using supporter database systems (e.g. Raiser's Edge, Blackbaud Enterprise)	x	

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

	Method of assessment	
	Shortlist	Interview
Experience of using online survey platforms (e.g. Survey Monkey, MS Forms)	x	
Experience of working in the voluntary sector (paid or unpaid)	x	
Experience of working in a health or customer care environment	x	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
An organised and methodical approach to administrative tasks	x	x
Excellent oral and written communication skills with attention to detail	x	x
Reliable time keeping and excellent time management skills	x	x
Ability to work as part of a busy and developing team and with other teams across different geographical sites	x	
Understanding of, and commitment to, equal opportunities	x	
Willingness to undertake training	x	
Understanding of confidentiality and sensitivity practices in working with vulnerable groups	x	x

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Good working knowledge of IT systems including Windows packages including Microsoft Office (in particular Word, Excel and Outlook)	x	

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

	Method of assessment	
	Shortlist	Interview
Good working knowledge of general data protection regulations (GDPR)	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Healthcare professional engagement senior manager
- Healthcare professional education manager
- Healthcare professional engagement senior officer
- Healthcare professional education and events senior officer
- Nursing team
- Health information team

Key external working relationships

You'll work closely with the following:

- Breast cancer now suppliers (e.g. printers/couriers)

General information

Role location and our hybrid working model	<p>This role is based in our London or Sheffield office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you may be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	<p>35 per week, Monday to Friday</p>

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's no alternatives.
Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't 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 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 guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as and for example, your name, address, gender, religion and sexual orientation. 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.

Job description dated June 2024

Find out more about us at
breastcancer.org

**BREAST
CANCER
NOW** The research &
support charity