Recruitment pack

Interim Senior Information and Support Manager

12-month fixed term maternity cover contract

Closing date: 1 November 11.59pm

Target Ovarian Cancer

What you need to know about the role

Job title: Interim Senior Information and Support Manager

Reports to: Head of Knowledge and Systems Change

Location: We currently offer a hybrid-working model. This means you may usually work from your home or remote location but are expected to attend meetings and pay for your own travel to the office in London Bridge when required.

Hours: Full-time 35 hours per week, Monday to Friday. The charity has a core hours policy with core hours of 10am – 4pm and flexibility around remaining hours.

Show The Salary

Salary: **£42,000 - £45,000 FT**

About Target Ovarian Cancer

At Target Ovarian Cancer, we target what's important to stop ovarian cancer devastating lives.

We give trusted information, to help people ask questions and make decisions that are right for them. We connect people with shared experiences, and we support families every step of the way.

We stand together as a powerful community for everyone facing ovarian cancer across the UK, sharing stories and raising voices, to make sure that ovarian cancer becomes a health priority.

We know that early diagnosis saves lives, so we work closely with GPs who are at the heart of this, to help them diagnose ovarian cancer faster and earlier – giving everyone the best chance of living.

And our investment in research to find new, better and more targeted treatments means that everyone can live with hope for their future.

We're fighting for a world where everyone with ovarian cancer lives, and we're targeting what's important - symptoms awareness, early diagnosis, better treatments and support for all.

Our values

Learn about the values we expect from ourselves and each other, at every level of the organisation, every day.

"My favourite thing about working at Target Ovarian Cancer is definitely the people – it's an absolute pleasure to be part of such a passionate and dedicated team who are super friendly and fun to work with!"

- Helen, Head of Public Fundraising

Supportive

Working together to be there for women with ovarian cancer and their families.

Expert

Bringing together the knowledge, skills and experience to succeed.

Pioneering

Constantly pushing boundaries, innovating and working to be the very best we can be.

Empowering

Helping people to achieve their goals.

Passionate

Women with ovarian cancer are at the heart of everything we do.

Impactful

Delivering the changes that women with ovarian cancer and their families need.

Specific responsibilities

About this role

As Interim Senior Information and Support Manager, you will lead the strategic development of our information and support services so that all women with ovarian cancer are supported and empowered to manage their diagnosis and treatment.

You will be responsible for our patient information portfolio and oversee our digital support services and events. You will lead a new flagship project designed to ensure all women receive the information and support they need, when they most need it most. This is a great opportunity for someone who has experience in co-designing and delivering patient support services and is looking to develop their experience by taking a strategic role.

With Support from the Support Events and Community Manager and Senior Health Information Officer you'll ensure that Target Ovarian Cancer's information and support services are designed in partnership with and support the needs of women with an ovarian cancer diagnosis.

Information needs for those that we support now and in the future are greater than ever, with new areas of research constantly developing and the way in which people access information changing. This role gives you the opportunity to take ownership of the information and advice we provide, see information development projects through from start to finish and really make them your own. You will be instrumental in providing useful information in a way that suits everyone, from awareness of symptoms of ovarian cancer through to diagnosis, coping with treatment and living well, across multiple channels. "Knowledge is power" and your work will make a huge difference to people affected by ovarian cancer.

SPECIFIC RESPONSIBILITIES

Developing and maintaining information and advice content

- Strategic lead for all online information, advice events and print publications, to maintain an impact-focused portfolio of advice content that is patient- and professional-informed.
- Lead on the development of a new Flagship project to provide a seamless journey through our advice and support, equipping people with the knowledge, resources and support they need.
- Line management and support the Senior Health Information Officer and the Support Events and Community Manager to succeed in their respective role.
- Lead on content planning for the team, ensuring plans and monitoring are in place for the team's communication activities.

Specific responsibilities

- Develop information content on the website and work with the Head of Digital Communications to feed into the long-term development of the Target Ovarian Cancer website.
- Ensure accurate supporter information is recorded on the Customer Relationship Management database (Raiser's Edge).
- Actively network outside of the organisation to ensure we keep abreast of latest trends and best practice.
- To keep up to date with relevant health and information initiatives as well as research on ovarian cancer that impact on our work. This includes changes to guidance from the Department of Health, NICE, NHS England and the Patient Information Forum (PIF).
- Support the Head of Knowledge and Systems Change and the Director of Advocacy and Impact in the development and delivery of information partnerships.

Ensuring high-quality online community and peer support offers

- Oversee delivery of the online peer to peer support programme, including moderation, content, promotion, evaluation and development to ensure as many people affected by ovarian cancer know about and join our online community.
- Oversee the development of the digital champions programme to support with moderation within the Ovarian Cancer Community and help promote our online activities.
- Support the Support Events and Community Manager to develop our online community and peer support so that it aligns with our strategic Targets.

In addition, our Senior Managers are expected to

- Lead your team effectively in line with the charity's management guidance, ensuring a high-performance culture rooted in support, feedback and learning.
- Demonstrate collaborative behaviours, sound judgement, and a strong sense of shared accountability.
- Own and drive delivery of your team's plans, aligned to organisational strategy, proactively identifying and addressing misalignment or inefficiency.
- Drive improvements and impact using insight, evidence and feedback, taking initiative where there are gaps in data or clarity.
- Champion cross-team collaboration and identify opportunities to amplify the charity's income and impact through joined-up delivery.
- Manage risk confidently within your area and contribute to organisation-wide risk awareness and mitigation.
- Continue developing your leadership through reflection, feedback and support for peers and team members.

Person specification

The best person for this role will have experience of:	Essential	Desirable
Development and dissemination of high-quality health information through multiple channels	X	
Working with lived-experience and professional communities to assure relevance and quality	X	
Collaboration with marketing and communications teams to make sure that information reaches its intended audience		X
Knowledge of digital-first approaches to health information	X	
Creating safe and supportive communities around advice and support		X
Line management responsibility	X	
Volunteer management	X	
The best person for this role will have the skills to:	**Essential**	**Desirable**
Build strong relationships and deliver collaborative projects.	X	
Build strong working relationships and processes with internal clinical colleagues to support the flow of health-related knowledge	X	
Set evaluation frameworks and monitor impact of projects and programmes.		X
Develop new products and services to meet need.	X	
The best person for this role will be (behaviours):	**Essential**	**Desirable**
Visionary, with the ability to identify new opportunities and develop new products and programmes.	X	
Strategic, with strong leadership skills ability to develop high performing teams and support organisational development goals	X	
Passionate, determined to secure improved outcomes for women with ovarian cancer	X	
Motivated, looking to learn new skills and have regards to your own development as you learn and grow in the role	X	
Ability to manage complex projects. Including research, event and stakeholder management.	X	

Benefits

Holidays

Staff start with 25 days' annual leave entitlement, rising to 27 days after one year's service and 30 days after two years' service and also receive statutory public holidays. This is pro- rated for part time staff.

Employee assistance programme

All members of staff, their partners and any dependants between the ages of 16 & 24 in full time education, have access to a free and anonymous service providing information, expert advice and specialist counselling to deal with a wide range of issues staff may encounter in their personal or work lives.

Health Service Discounts

All Target Ovarian Cancer staff are eligible to sign up to the NHS Health Service Discounts website as healthcare-related charity staff and receive discounts on shopping, insurance, mobiles, and more!

Volunteering

All staff are encouraged to volunteer at Target Ovarian Cancer events at least twice a year. Time off in lieu is given for these volunteering times when staff volunteer out of working hours.

Pension

5 per cent employer contribution.

Meet the team

I was made to feel so welcome by everyone at Target Ovarian Cancer from my very first day, and that support has definitely continued. The hybrid working model works well, but there are still plenty of great opportunities for us all to meet in person. Everyone has a really strong understanding and passion for our work and what we're here to achieve, and it's fantastic to be a part of that."

- Sinead, Events Fundraising Manager

Benefits

Interest-free season ticket loan
Allowing staff to spread the cost of annual public travel to and from the office over a set period of time.

Childcare vouchers
Available to those already on the childcare voucher scheme.

Buddy system
All new starters are allocated a buddy to help welcome them into the charity and support them in settling in.

Hybrid working
Our hybrid working policy means staff may usually work from their home or remote location, and are expected to attend meetings and pay for their own travel to the office in Angel, London when required.

Social committee
Target Ovarian Cancer's social committee organises fun social events creating a sense of togetherness and wellbeing among our valued staff.

Flexible working
Our standard full-time working week is 35 hours. We make every effort to support flexible working requests where possible (we respect people's different working preferences and the need for a healthy work-life balance).

Equal opportunities

Target Ovarian Cancer is committed to the promotion of equal opportunity and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

How to apply

Please download and read the recruitment pack to find out more about the role and what we're looking for, click Apply and follow the application process through our recruitment portal.
Applications close at 23:59 on Sunday 1 November.
Please also complete this Equal opportunities monitoring form (CTRL+click)

If you would like to receive a paper copy of the recruitment pack, please call 0207 923 5470 or email jobs@targetovariancancer.org.uk with the address you would like us to post it to.

We want to make our recruitment accessible to all, if there is a way we can support you in your application, please contact us at jobs@targetovariancancer.org.uk.

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Registered office: 10-18 Union Street, London, SE1 1SZ. Registered charity numbers 1125038 (England and Wales) and SC042920 (Scotland).

Find out more

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