

Directorate

Corporate services

Team

Transformation, insight, impact and strategy (TIIS)

Reporting manager

Head of insight, involvement and strategy

Direct reports

Involvement officer

Our charity

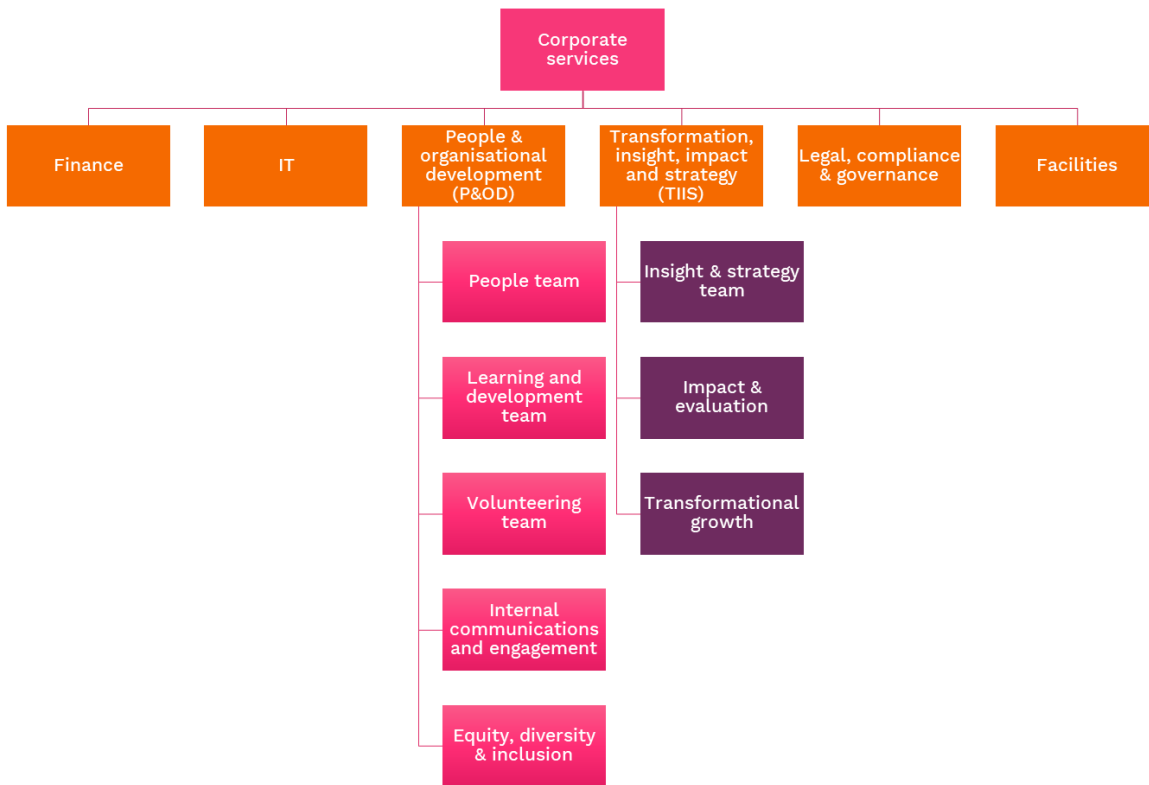
We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

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 corporate services directorate provides professional support services for the organisation. Our role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals. We do this through legal compliance, business planning, people and organisational development, impact evaluation, insight gathering, strategy development, professional dealings with internal and external stakeholders, and by following good business and sector practice. The directorate is made up of the following teams:



The role of the Transformation, Insight, Impact and Strategy (TIIS) team is to ensure that breast cancer voices are heard, insights drive action, evaluation drives progress, and we seek growth opportunities that accelerate our impact.

Job purpose

To be the lead expert in involvement, specialising in developing and facilitating ways to ensure people affected by breast cancer can use their insights, experiences and views to make a real impact on breast cancer support, care, research and policy, through:

- Putting the voices of lived experience at the heart of our organisation's decision-making and delivery of our work.
- Providing a platform for people affected by breast cancer to connect with and influence researchers, providers and decision-makers.
- Producing insights that guide our organisational decision-making, to help us turn insights into meaningful action.

This includes leading on support and guidance in best practice for relevant stakeholders, and ensuring that lived experience shapes our strategies, priorities, and operations in the most meaningful ways.

Key tasks and duties

- Support and champion our involvement vision and strategy for the organisation.
- Lead and support the involvement function and team, including volunteers, to steward our community of Breast Cancer Voices and to deliver and evaluate our work.

- Work with the equity, diversity and inclusion manager and other key stakeholders to reduce barriers to involvement and ensure that everyone affected by breast cancer has a voice and can make a contribution.
- Ensure that lived experience is embedded in the development and delivery of the organisational strategy to maximise our impact, for example, through insight and co-production.
- Establish and maintain an organisational culture that understands and values the power of involvement and ensure the voice of lived experience is embedded in all aspects of our work.
- Build organisational, team and individual capacity for achieving higher levels of involvement in their work.
- Build strong, reciprocal, sustainable relationships with key stakeholders both inside and outside of the organisation to support the goals of the involvement strategy.
- Act as lead specialist in lived experience and user involvement, keeping up to date with methods, models and practices, networking, and generating ideas with peers.
- Create a learning environment that responds to developments in best practice and empowers colleagues and those who get involved to work together effectively, ethically and relationally.
- Manage strategic insight project work as required, helping to guide organisational decision making through insight from people, delivering insights analysis and reports in line with priorities.
- Oversee the planning and delivery of internal and external communications about our learnings and achievements, and for engagement, stewardship and influence.
- Ensure that processes, policies and record-keeping (including GDPR, inclusivity and safeguarding) are adhered to and effectively support the work of the team and those who work with us.
- Support the objectives and work plans of the insight, involvement and strategy team, and wider TIIS team.
- Work with those affected by breast cancer to gather insight into key issues, experiences and ideas.

General

- Be an effective, proactive and supportive member of the insight, involvement and strategy team, contributing to ensuring a high level of trust and confidence in our team.
- Present a positive impression of Breast Cancer Now and its charitable activities to internal and external stakeholders.
- Work closely with colleagues across all our offices, and with those who are home-based, to ensure a joined-up approach across the UK.

- Promote equity and inclusion, and demonstrate respect for and good communication with people from a variety of backgrounds.
- Be committed to professional development, maintaining and improving competency and skills, including attending relevant training.
- Travel throughout the UK and occasionally work outside of normal office hours, during the evenings and weekends.
- Attend internal and external meetings as required.
- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person specification

Qualifications and experience

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

	Method of assessment	
	Shortlist	Interview
Experience in working in patient or user involvement and/or lived experience, ideally either within the NHS or charity sector.	X	X
Experience in identifying and implementing different models of involvement, including tailoring the approach to different needs, resources and timelines, and ensuring accessibility and inclusion.	X	X
Experience in developing new projects, including scoping, planning, risk assessment, evaluation and stakeholder engagement, and effectively leading their implementation within specified timelines and budgets, including across teams and departments.	X	X
Experience in developing and managing strong relationships with a wide variety of stakeholders, including interacting sensitively with people who are living with/have lived through distressing personal experiences, and those from a variety of backgrounds.	X	X
Experience in leading or supervising people and teams, through direct line management and/or working groups, both in person and remotely.	X	X
Experience in directly carrying out or commissioning qualitative and quantitative insight research, including surveys and focus groups.	X	X
Experience in reviewing evidence, analysing data, and writing reports and other relevant communications.	X	X

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

	Method of assessment	
	Shortlist	Interview
Experience in working in partnership with other organisations.	X	
Experience in supporting with the development of strategy and ensuring its effective delivery within the team, aligning objectives and supporting the charity and department's overall mission.	X	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
A commitment to the principle of involving people with lived experience in shaping and developing activities, services and strategy.	X	
A commitment to equity, diversity and inclusion, and the ability to implement improvements in this area.	X	
Excellent communication skills (verbal and written) including strong public speaking skills and the ability to translate complex information into accessible language suitable for non-expert audiences e.g., policy makers, the media, the public and people affected by breast cancer.	X	X
Excellent interpersonal skills, including confidence in working with senior colleagues and stakeholders, and the ability to deal sensitively with patients and the public.	X	
The ability to work well as a member of a team, with a wide variety of people, including remotely.	X	
Excellent organisational skills, with the ability to manage your workload effectively, setting objectives and prioritising in a busy environment, working under pressure at times to tight deadlines while delivering on long-term objectives.	X	X
A passion for learning, innovation, and development, and a desire for excellence.	X	
The ability to effectively facilitate meetings and discussions, whether virtual or in-person.	X	
Excellent IT skills and proficiency in Microsoft Office applications and the internet.	X	
An understanding of data protection law and how it applies to the storage and use of personal and sensitive data.	X	

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

	Method of assessment	
	Shortlist	Interview
An understanding of breast cancer and its impact and how these inform Breast Cancer Now's vision and mission.	X	
The ability to use Blackbaud CRM software proficiently.	X	
The ability to use virtual collaboration tools.	X	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the ladder of engagement/participation/involvement.	X	
Knowledge and understanding of the principles of involvement and various models that can be used.	X	X
An understanding of the principles of equity, diversity and inclusion and an application of those principles to this work.	X	
Knowledge of key project management strategies and tools.	X	

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

	Method of assessment	
	Shortlist	Interview
Basic knowledge of key issues in breast cancer, including reducing risk, early diagnosis and treatment options.	X	
Knowledge of the core components of strategy development.	X	
Knowledge of the key challenges for patients and their loved ones.	X	
Budget setting and management.	X	

Role information

Key internal working relationships

You'll work closely with the following:

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- Head of Insight, involvement and strategy
- Senior involvement officer
- Research and insight manager
- Evaluation and impact managers
- Volunteer hub
- Equity, diversity and inclusion manager
- Learning and development manager
- Policy, evidence and influencing team
- Public health, inclusion and awareness team
- Nursing, healthcare professional engagement, health information team
- Research team
- Services team
- Other members of the research, support and influencing directorate
- Other members of the fundraising, communications and engagement directorate
- Legal, compliance and governance team
- Heads and associate directors across the organisation

Key external working relationships

You'll work closely with the following:

- People affected by or at risk of breast cancer.
- Volunteers.
- Researchers and other project leads, including NHS partners and healthcare professionals.
- Other charitable organisations and patient groups.
- Relevant professional networks and membership bodies.
- Corporate partners.
- Funders.

General information

Role location and our hybrid working model	<p>This role can be based in any of our offices: Cardiff, Glasgow, London or Sheffield. 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>Robertson House, 152 Bath St, Glasgow G2 4TB (open Wednesday and Thursday)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p> <p>Tudor House, 16 Cathedral Road, Cardiff CF11 9LJ (open Monday to Thursday)</p>
Hours of work	35 per week, Monday to Friday
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 and in addition to you completing the application form, 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 July 2024

Find out more about us at
breastcancer.org

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CANCER
NOW** The research &
support charity