

Role Profile

Professional Engagement & Improvement Lead

Role Purpose...

- To deliver the agreed and defined local and national professional engagement plan that includes quality improvement activities, professional and partner relationship management and networking/forum activities for Macmillan Professionals, the wider workforce, and partners to optimise outcomes and experiences for people with cancer.
- Ensures that the management of Macmillan legacy services are maintained to a high-quality and ensures that Macmillan badged services remain visible to people with cancer and the public.

In this role, your accountabilities and responsibilities are...

- Works closely with the Strategic Engagement & Improvement Manager and other members of the team to help develop, shape and successfully lead and deliver the local and national Professional Engagement Plan.
- Delivers the agreed engagement plan to Macmillan Professionals and the wider workforce that encourages them to become engaged champions and change makers for Macmillan.
- Maintains and develops strong meaningful local relationships with professionals and partner organisations with a particular focus on defined senior stakeholders.
- Works with the Strategic Engagement and Improvement Manager to identify and agree areas to grow the Macmillan Membership offer.
- Ensures that Macmillan Professionals feel supported and valued; that they have access to relevant support and resources, learning and development, networking opportunities and that they understand Macmillan's key messages, values, behaviours, and strategic intentions.
- Is responsible for championing, identifying and delivering Quality Improvement and networking opportunities within partner organisation.
- Ensures that impact and other data is collected from workforce activities to support local and national intelligence and the impacts for people living with cancer.
- Supports Macmillan's legacy and brand and highlights any governance issues to the Strategic Engagement and Improvement Manager.
- Supports, develops and leads/co leads networking and convening activities such as communities of practice and best practice forums etc.
- Proactively shares learning, knowledge, and intelligence within the Strategic Engagement and Improvement Manager and the wider national professional engagement Team.
- May support system change work by working in an agile way according to skill set
- Ensures that data bases and membership systems are up to date and accurate.
- Contributes to ensure that policies remain relevant and fit for purpose.
- Work as an effective member of the team and work collaboratively across Macmillan to achieve Macmillan's organisational objectives.

- Proactively supports the sharing of best practice to ensure we learn and grow, supporting the ethos of an innovation focussed organisation
- Be a role model for Macmillan's values, leading internally and externally with heart, strength and ambition, proactively contributing to the personal development of peers.
- Be familiar with and always adhere to all relevant Macmillan policies and procedures.
- Any other duties as reasonably required in line with skills, knowledge, and experience to contribute

To do this role, you will have...

- Knowledge of cancer care, palliative care or long-term conditions/ related specialist topic (desired but not essential)
- Knowledge of Health and Social Care (desired but not essential)
- Experience of quality cycles and continuous improvement
- Experience of facilitating and communicating at a variety of levels within an organisation
- Experience of presenting to and leading groups of external stakeholders
- Coaching and Mentoring experience
- Experience building strong, collaborative stakeholder relationships.
- Excellent communication and interpersonal skills
- Full UK driving licence or ability to travel for work.
- Excellent IT skills and can ability to use a variety of programmes
- Data Analysis and report writing skills.

In this role, you will work with different people and teams, they are...

- Macmillan Professionals
- Wider Workforce
- Professional Development
- NHS and Community stakeholders
- Systems and Communities Teams
- Communication and Fundraising teams

In this role, you will achieve...

- Successful delivery of the local and national professional engagement plan to Macmillan professionals and wider workforce.
- Supporting the opportunities that grows our Macmillan professionals and wider workforce membership.
- Delivery of the defined local and national networking portfolio that develops and Strong relationships with Macmillan Professionals, Wider Workforce, and partners

- Contributes to the evidence that demonstrates the difference that our workforce offer has on the outcomes for people living with cancer.

Directorate: Partnerships	Division: Communities & System Partnerships	
Reporting To: Strategic Engagement and Improvement Lead	Location: Mobile worker	
Number of Direct Reports: 0	Salary Band: 5	Date Reviewed: Sept / 2024
	<u>HR Use Only</u>	<u>HR Use Only</u>
Role Profile: Please X	Version No.	
Generic ☒	XXX	
Unique ☐	<u>HR Use Only</u>	

Safeguarding

At Macmillan, we are committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, sex, racial heritage, religious belief, sexual orientation, or gender identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.