

Job description

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.

| | |
|--|---|
| Job title | Public health team assistant |
| Directorate | Research support and influencing |
| Team | Public health, inclusion and awareness |
| Job title of reporting manager | Public health inclusion and awareness manager |
| Job title(s) of direct reports | None |
| Document created (month and year) | March 2024 |

Overview of 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

To provide administrative support to the public health, inclusion and awareness team, including coordinating volunteer management activities and training to specifically expand the public health talks programme both face to face and online.

Key tasks and duties

- To support the reporting line manager with public health volunteer recruitment, to enable the delivery and expansion of the public health talks programme, including building relationships with external organisations
- To provide practical and administrative support across the public health, inclusion and awareness team, supporting with the arrangements for volunteer training and communications, events, and meetings
- To be the first point of contact for public health talks and queries and co-ordinate and manage public health talk requests
- To support in the development of public health volunteer resources and training materials
- To administer volunteer expense claims and invoices in line with the charity's financial procedures
- To administer volunteer data records, ensuring these are kept accurate and up to date in accordance with organisational and data protection guidelines
- To oversee volunteer requests from external stakeholders, working with colleagues and volunteers to meet requests in line with policies, guidelines, and best practice

General

- To be a collaborative and effective member of the team prepared to share ideas and find common solutions, presenting a positive impression of the team and the charity
- To work collaboratively and individually to promote a constructive and sensitive approach to the delivery of the public health, inclusion and awareness teams work
- To recognise, respect and promote equality and inclusion across our work and in your working practices
- To attend internal and external meetings, and training as required
- To adhere to all Breast Cancer Now's policies and procedures
- To undertake 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 experience:

| | Method of assessment | |
|---|----------------------|-----------|
| | Shortlist | Interview |
| Demonstrable experience of working in a busy and fast paced environment | X | X |
| Demonstrable experience of delivering high quality customer care | | X |
| Demonstrable experience of undertaking projects independently and seeing projects through to completion | X | X |

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

| | Method of assessment | |
|--|----------------------|-----------|
| | Shortlist | Interview |
| Of working within the charity/voluntary sector | X | X |

Skills and attributes

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

| | Method of assessment | |
|---|----------------------|-----------|
| | Shortlist | Interview |
| Excellent communication (verbal and written), interpersonal and networking skills. The ability to be professional, approachable, and friendly in dealing with the public and colleagues | | X |
| Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands across multiple projects and meet tight deadlines | X | X |
| Excellent administrative skills and following processes | X | X |
| Excellent IT skills of using MS and database packages, including outlook, word and excel | X | X |
| The ability to successfully work as part of a team or independently and adapt to change | X | |
| The ability to show tact and discretion when dealing with sensitive and confidential information | | X |
| Flexibility and willingness to travel throughout the UK and work outside normal office hours when the occasion demands | | X |

Knowledge

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

| | Method of assessment | |
|--|----------------------|-----------|
| | Shortlist | Interview |
| Proactive and excellent working knowledge of relationship management databases e.g., unity, enterprise and/or raisers edge | X | X |
| Good working knowledge of customer service principles and etiquette | | X |
| Excellent knowledge of working with volunteers and/or other stakeholders | X | X |

Role information

Key internal working relationships

- Brand, marketing and communications team
- Corporate partnerships team
- Data team
- Finance team
- Internal communications and engagement manager
- Services team
- Supporter care team
- Volunteering team

Key external working relationships

- A broad range of stakeholders including community groups and organisations across the UK
- Agencies and suppliers

General information

| | |
|---|--|
| Role location and our hybrid working model | <p>This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. Your other days will be primarily based in:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p> |
| Induction | <p>It's important you have a positive induction experience and therefore, you'll 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 manager and 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 | 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 are 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. |

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.