

Directorate

Research, support and influencing

Team

Services business support

Reporting manager

Services support coordinator, primary breast cancer services

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

To ensure service enquiries are handled sensitively and efficiently, demonstrating excellent customer care skills via telephone, email and occasionally face to face. To play a pivotal role in ensuring the smooth running of services.

Key tasks and duties

- Act as a first point of contact (telephone, written and email) for enquiries about services across the UK, ensuring accurate information is given about appropriate services and that every service user has a high-quality experience.
- Ensure appropriate information is entered on the Unity database and carry out required processes to register service users, including any onward communication required.
- Provide the services' teams across the UK with effective and consistent administration for the range of our services, assisting with the set up and recording of event information and participants of each.
- In conjunction with the services' teams, assist in events organisation and planning, overseeing technical requirements and liaising with speakers and volunteers as required.
- Ensure that services' information is kept updated and communicate regularly with other teams to ensure a high level of awareness and knowledge about services' activity
- Work with the services' teams to produce marketing materials for training and events and to advertise/promote events, and support general marketing activity e.g., on social media.
- Put together mailing lists and keep existing and new lists up to date, preparing and despatching regular and one-off mailings by post and email.
- Maintain confidentiality regarding service user information at all times.

Other office duties (as required)

- Work as part of the admin team to ensure the smooth running of the centre and its services.
- Receive visitors to the organisation, informing the appropriate person of their arrival and seeing to their immediate needs.
- Ensure all visitors to the office are signed in.
- Ensure that deliveries are received, stored and forwarded to the appropriate person in a timely manner.
- Be responsible for organising couriers, maintaining a record of their use.

General

- Be an effective member of the team, presenting a positive impression of the team and the service.
- Work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- Attend internal and external meetings, and training as required.

- 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:

	Method of assessment	
	Shortlist	Interview
Significant, relevant experience of working in an administrative role	x	x
Significant experience of working with database systems	x	x
Experience of dealing with a diverse range of individuals and groups	x	

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

	Method of assessment	
	Shortlist	Interview
Experience of working in the voluntary sector (paid or unpaid), or in in a health or social care setting		x
Experience of working in a health or customer care environment		x

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
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 across different geographical sites	x	x
An assertive nature with the ability to be proactive in their attitude to work		x
An organised and methodical approach to administrative tasks	x	x
Willingness to undertake training	x	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Understanding of and commitment to diversity and equal opportunities and the willingness to apply this to the work	x	
Understanding of confidentiality and sensitivity practices in working with vulnerable groups	x	x
Understanding of, and commitment to, the importance of maintaining confidentiality regarding service user information	x	x
Good working knowledge of IT systems and packages including Windows and Microsoft Office (in particular Word, Excel and Outlook)	x	x

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the particular issues faced by people with breast cancer		x
An understanding of the issues faced by people affected by breast cancer or experience of working with people affected by cancer or other sensitive or vulnerable groups		x

Role information

Key internal working relationships

You'll work closely with the following:

- Services teams based in Sheffield, London, Cardiff and Glasgow
- Volunteer hub
- Digital and strategic insight team
- Business support team

Occasionally with:

- Nursing and health information team
- Fundraising, communications and engagement directorate
- Supporter care team
- IT team

Key external working relationships

You'll work closely with the following:

- Health care professionals
- Service users
- Volunteers

General information

Role location and our hybrid working model	This role is based in our 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 St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)
Induction	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.
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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support charity