



SUPPORT & INFORMATION OFFICER



ABOUT US

THANK YOU FOR TAKING THE TIME TO FIND OUT ABOUT OUR CURRENT VACANCY.

We're delighted that you are interested in working for the Bone Cancer Research Trust (BCRT). Included in this pack is a little background information about the organisation along with details of the job role. BCRT currently employs 33 members of staff, and we have a voluntary Trustee board of 15, based across the UK.

Our charity started in 2004, when a group of families who had lost children and young people to primary bone cancer (PBC) came together. They wanted to tackle head-on the fact that there was virtually no accessible bone cancer information, and practically no funding for research into this disease. In 2006, they registered the Bone Cancer Research Trust. Since then, we have become the leading charity dedicated to fighting primary bone cancer.

We are incredibly lucky to have a very active and highly engaged community of supporters. Through their support, we have significantly increased our income to £3 million per annum. This increase has enabled us to fund more pioneering primary bone cancer research than any other organisation in the UK. And whilst our research is finding the cures of the future, our dedicated Support & Information Service is available for all patients and their families now, offering expert advice and support through treatment and beyond. Our awareness campaigns continue to raise the profile of primary bone cancer amongst the public and healthcare professionals throughout the UK and worldwide to improve disease understanding and speed of diagnosis.

It is a truly exciting time to be joining our award-winning team, as we have recently launched our 10 year strategic plan and you will play a pivotal role in its delivery. Directly informed by our supporters and stakeholders, our future ambitions will continue to drive improvements in patient survival and ensure patients are supported to find their 'new normal' after treatment.

If you are excited about joining our team, please read through this job pack to see if you have the right skills we are looking for.

We look forward to hearing from you.



With best wishes,

Will Burchell
Chief Executive Officer

OUR SUPPORT & INFORMATION SERVICE

No one should feel alone when diagnosed with primary bone cancer (PBC). The Bone Cancer Research Trust strives to provide a supportive network for our community to limit their feelings of isolation and anxiety. Given the rarity of the disease, patients can often go through their entire treatment and recovery without meeting another patient so external support is vital.

Over the last 4 years, our Support & Information Service has developed to become a leading service for patients, family members, siblings and friends of patients, providing direct support and/or specialist information. The Support & Information Service is comprised of:

- A freephone Support & Information telephone line and email - 0800 111 4855 / support@bcrt.org.uk (Mon - Fri 9am - 5pm).
- Financial assistance grants available to patients in the UK.
- Virtual primary bone cancer & bone tumour support groups.
- Confidential and professional support from our Support & Information Team.
- Access to reliable, accurate and PIF-accredited bone cancer and bone tumour specific information.
- An annual conference, bringing together our community in a supportive and safe environment.
- A series of local in-person 'Get Togethers' providing the community with vital peer support.
- A library of Support & Information Webinars, covering topics pertinent to primary bone cancer.
- Dedicated primary bone cancer/ bone tumour digital support groups.
- Correct signposting to third-party organisations.
- Access to patient stories and the opportunity to be connected with others who have had similar experiences.

Through our Support & Information Service, we provide connection, understanding and togetherness. We receive and respond to requests for support covering an array of topics, including but not limited to, surgical questions, treatment options, rehabilitation, and recovery. We work with colleagues from the primary bone cancer community to provide support and accurate information, however, we do not provide medical advice.

We create PIF-accredited information resources for our community and distribute these via our links with primary bone cancer clinical teams and directly via web requests.

We provide both in-person and virtual support services, ensuring that patients can access support irrespective of where they are in the world.

ABOUT THE ROLE

The Support & Information Officer will work with the Support Manager and Support Officer to contribute to the management of the Bone Cancer Research Trust's dedicated Support & Information Service, currently receiving nearly 4000 contacts per year.

The Support & Information Service provides ongoing support to patients and their friends and families, ensuring this can be accessed at any point in their journey. The Support & Information Officer will have the ability to build lasting relationships with both patients and families and healthcare professionals.

A key strategic aim of the charity is to ensure that the Bone Cancer Research Trust's Support & Information Service reaches every newly diagnosed primary bone cancer patient. The Support & Information Officer will play a pivotal role in achieving this by growing the reach of our Financial Assistance Grants, aiming to ensure all eligible patients in the UK are offered these and receive ongoing support as long as they require it.

Access to appropriate and accurate information is vitally important for patients and families along their primary bone cancer journey. The Support & Information Officer will ensure that correct information is distributed when such requests are received online, via telephone or via post, with occasional attendance at information events at various hospitals and cancer support centres around the UK, or at virtual conferences and meetings.

The Support & Information Officer will also assist in the organisation and delivery of both virtual and in-person support groups and will lead on the delivery of our regional in-person 'Get-Togethers', which bring the primary bone cancer community together to gain peer to peer support.

The Support Officer will have strong communication and organisational skills, and a meticulous eye for detail, with healthcare or previous charity experience preferable but not essential. The successful candidate should possess the ability to work well as part of a team but also be able to demonstrate effective time management. It is also preferable that the successful candidate has experience in working with vulnerable individuals who may require support and empathy over the telephone, via social media or face-to-face.

The role will be charity wide, working closely with staff from all areas of the charity and where necessary, BCRT Trustees and other key stakeholders such as researchers, clinicians and supporters.

This role involves working with children and adults at risk. The successful candidate will be subject to appropriate vetting and background checks to assess their suitability for the role, including an enhanced check with the Disclosure and Barring Service.

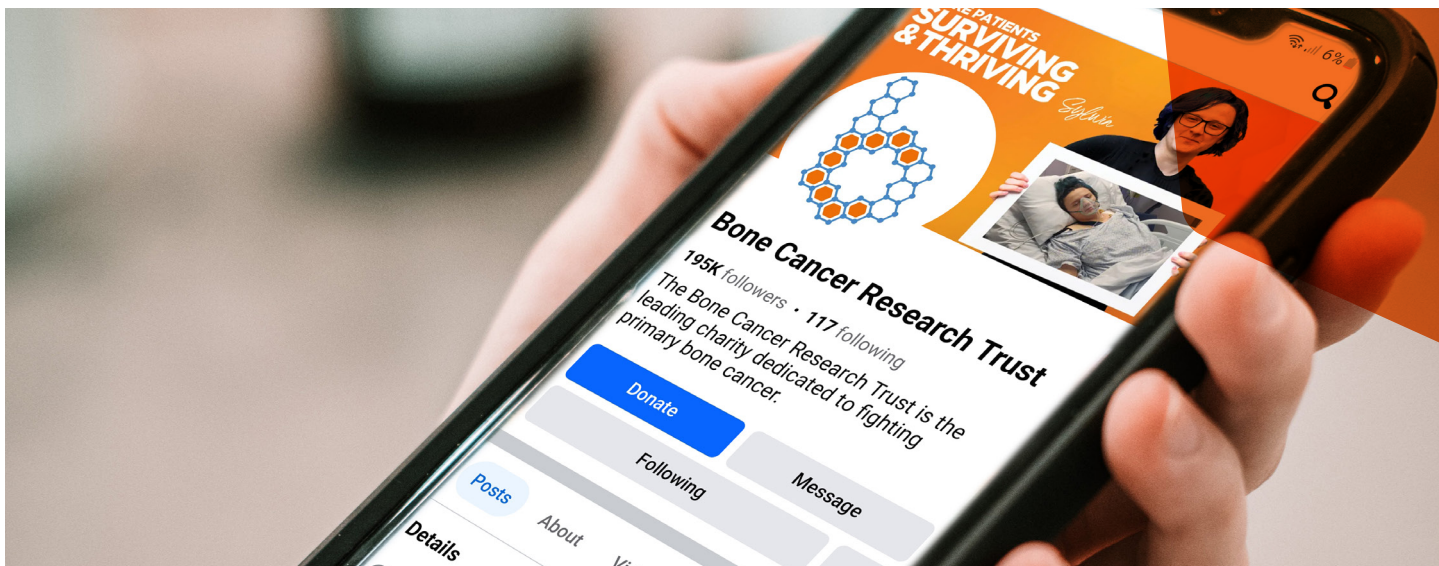
KEY BENEFITS

- Flexible approach to working hours
- 30 days annual leave per year plus bank holidays
- An extra leave day in every 5th year of employment to celebrate your work anniversary
- Healthcare cash plan & Employee Assistance Programme
- 6% employer pension contributions
- Clear performance expectations and opportunity to increase salary banding annually
- Enhanced sickness, maternity and adoption leave
- Training and personal development opportunities
- Option to purchase up to 5 days additional annual leave
- Life Assurance of 4x annual salary
- Free onsite parking at our Horsforth office
- Access to clinical supervision with an external psychologist

We believe wholeheartedly in supporting our staff to do their very best, irrespective of working location. If needed, and following a workstation assessment, you will receive an allowance for a home-working workstation and all necessary home-working equipment will be provided.

ROLE DETAILS

Job title:	Support & Information Officer
Reporting to:	Support Manager
Line management:	Currently no direct reports
Salary:	£24,960 - £28,639 per annum
Hours of work:	Full time - 37 hours per week
Contract type:	Permanent
Location:	Hybrid, or office-based (Horsforth, Leeds). Travel is required.
Probation period:	3 Months



KEY RESPONSIBILITIES

Support & Information

- Lead on the organisation and delivery of the Bone Cancer Research Trust's regional in-person support groups.
- Support with the administration of the Bone Cancer Research Trust's Financial Assistance Grants and build lasting relationships with recipients.
- Support the organisation and delivery of information days at regional hospitals.
- Assist the Support Manager and Support Officer to deliver the Bone Cancer Research Trust's online support initiatives.
- Ensure all requests for information are actioned in a timely manner.
- Work closely with the Support Manager and Support Officer to ensure telephone and email queries are appropriately actioned and dealt with in a timely manner.
- Attend support & information conferences and events, where appropriate and agreed with the Head of Research, Information & Support.

Research

- Help with the delivery of and attendance at Research conferences and meetings.

Other

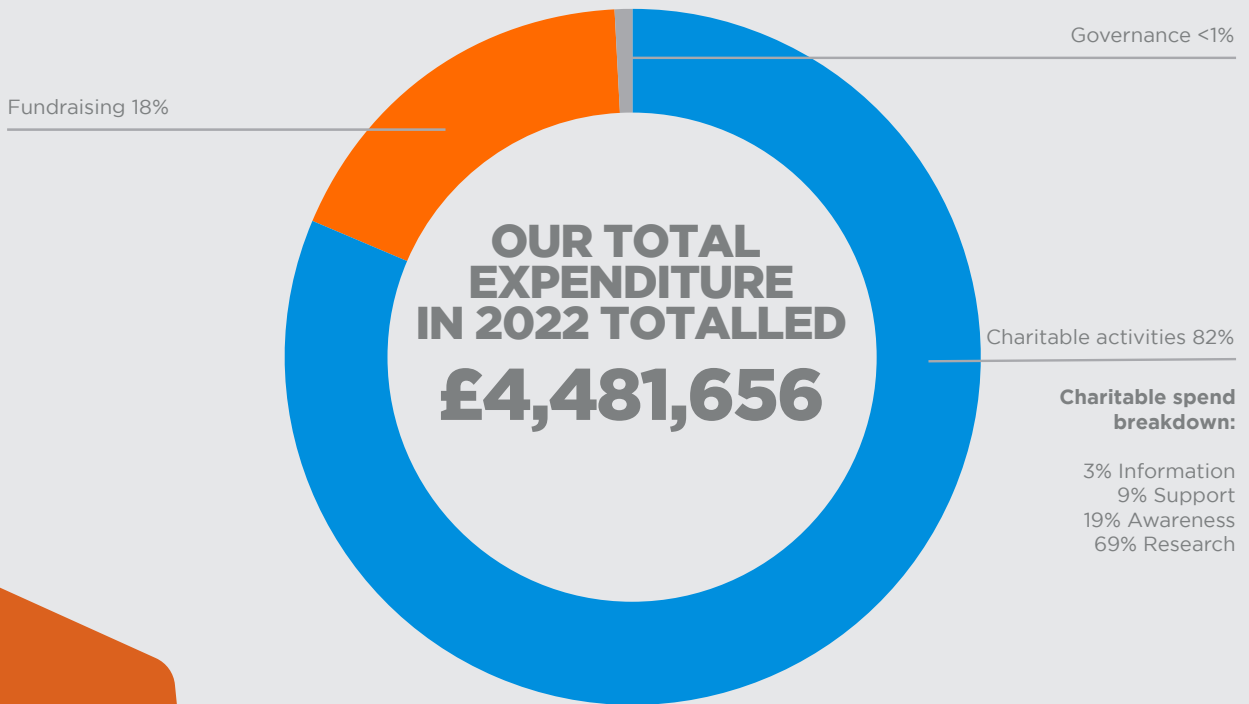
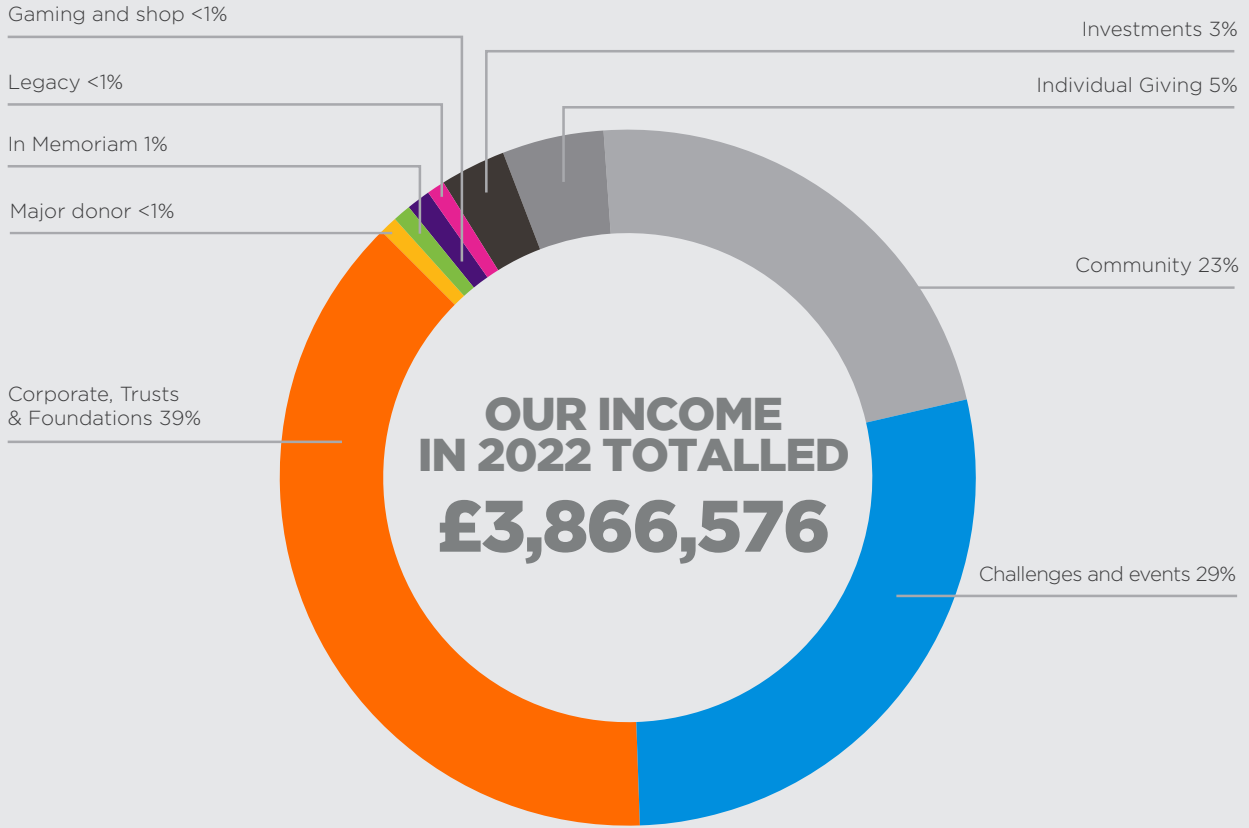
- To carry out any other tasks that are commensurate with the general level of this post as required by the Support Manager or Head of Research & Information
- To undertake any other duties or projects commensurate with the nature and grade of this post as required

Personal Specification

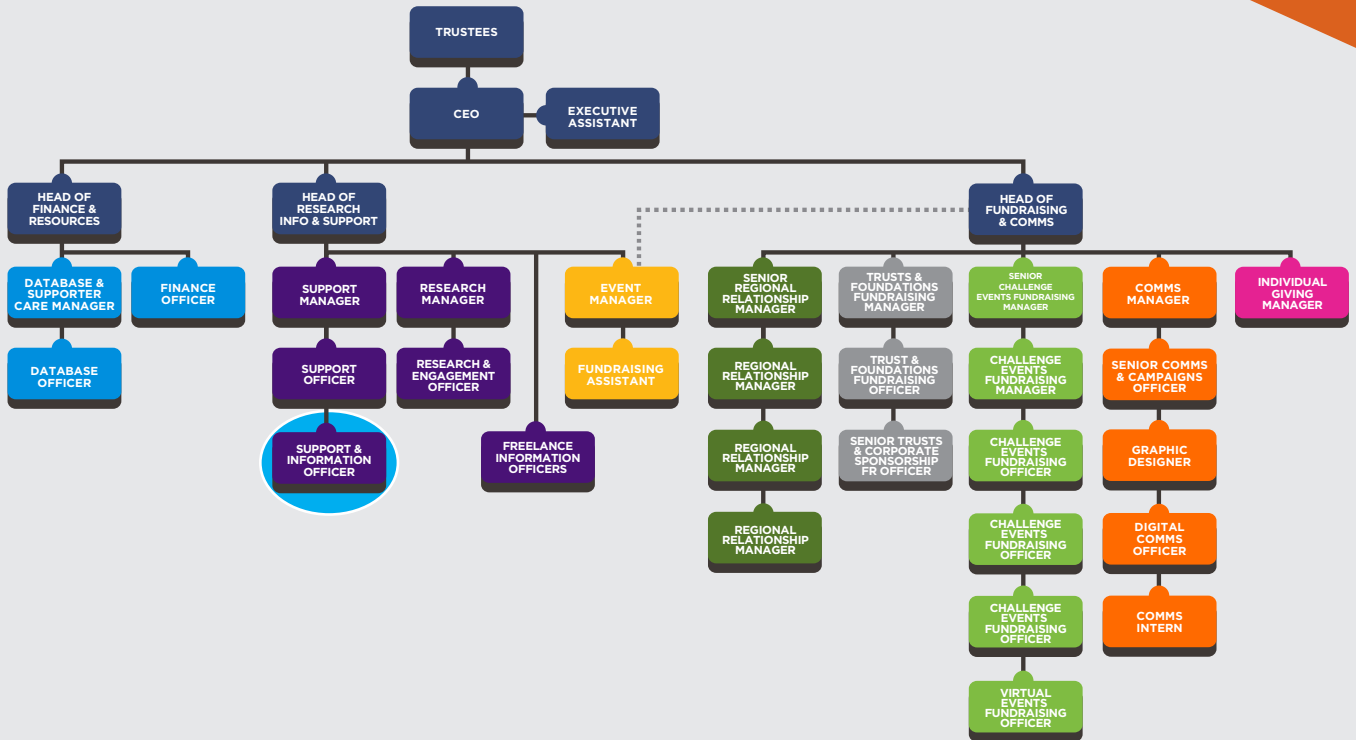
No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Qualifications		
Educated to a minimum of A level or equivalent	✓	
Good written and verbal English	✓	
Experience		
Proven experience in providing general administrative support	✓	
Proven experience of helping to deliver meetings	✓	
Evidence of customer service and relationship development skills	✓	
Experience in dealing with patients and the general public		✓
Experience in working in a cancer support setting or on a cancer charity helpline		✓
Excellent telephony skills	✓	
Experience of working with charity CRM databases (preferably ThankQ) and other Microsoft Office packages		✓
Experience working in a charity or healthcare setting		✓
Personal Qualities		
Excellent communications and listening skills	✓	
Excellent interpersonal and relationship building skills	✓	
An enthusiastic, imaginative, energetic and creative approach with a 'can do' attitude	✓	
Strong ability to work on own initiative with limited supervision yet knowing when to refer to line manager when necessary	✓	
A shared passion for the work of the Bone Cancer Research Trust		✓
Ability to work logically, methodically and accurately with a keen attention to detail.	✓	
Ability to plan and prioritise a varied workload.	✓	
A team player with the willingness to work flexibly and proactively and respond to the emerging needs of the charity	✓	
Willing and able to travel within the UK and work evenings and weekends as required	✓	

INCOME & EXPENDITURE 2022



ORGANISATION CHART



HOW TO APPLY

The Bone Cancer Research Trust promotes an inclusive culture. We are committed to encouraging further growth from diverse groups, and we welcome applications from people from under-represented groups or communities.

For informal discussions about the role, please contact vina.hajari@bcrt.org.uk

To apply, please complete the equality and diversity monitoring form and application form and send to sarah.yates@bcrt.org.uk by 5pm on the 17th June. Interviews for shortlisted candidates will take place in early July.

10 Feast Field, Horsforth, Leeds LS18 4TJ

Visit: bcrt.org.uk

Call: 0113 258 5934

Email: comms@bcrt.org.uk

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Registered charity in England & Wales: 1159590