

JOB DESCRIPTION

Job Title:	Services Development Manager, Scotland
Accountable to:	Head of Scotland
Location:	Glasgow
Salary:	£31,401 - £36,153 per annum, NJC Grade F (SCP 35)
Contract:	Permanent
Hours:	35 hours per week

ABOUT BREAST CANCER CARE:

Breast Cancer Care is the only specialist UK-wide charity dedicated to providing support for people affected by breast cancer. We're excited to tell you that in April 2019, we're merging with Breast Cancer Now the UK's leading breast cancer research charity.

From research to care, our new charity will have people affected by breast cancer at its heart – providing support for today and hope for the future. United, we'll have the ability to carry out even more world-class research, provide even more life-changing support and campaign more effectively for better services and care.

ABOUT THE TEAM:

The Services Development Manager will be a member of the Services Development Team which is responsible for developing and delivering Breast Cancer Care services, working in partnership with the NHS, voluntary and statutory organisations in locations across the UK.

The post-holder will work closely with the Head of Scotland, Assistant Director of Services and the Specialist Support Services Team to deliver Breast Cancer Care's organisational strategy, *Facing Breast Cancer Together*, with ambitious targets to increase access, our reach and influence across the UK.

ABOUT THE SERVICES DEVELOPMENT MANAGER ROLE:

The Services Development Manager is a key post offering the opportunity for a talented individual to lead on the further development of Breast Cancer Care's services across Scotland, chiefly our Moving Forward and Living with Secondary Breast Cancer services, plus Information Points situated in breast care clinics.

The post-holder will take responsibility for managing, developing and ensuring successful delivery of services across Scotland, which provide information and emotional and practical support to people affected by breast cancer. They will be responsible for managing a team of permanent and contract staff and for ensuring services' volunteers are well supported.

YOUR RESPONSIBILITIES

Main Responsibilities

Development and delivery of services

- Take a lead role in the development of face-to-face services for people with primary breast cancer in accordance with our organisational strategy and targets, with a specific focus on our Moving Forward portfolio and Information Points service, as well as contributing to the planning and overseeing the delivery of the Living with Secondary Breast Cancer service in Scotland
- To maintain strong and mutually-beneficial relationships with existing partner organisations, and seek out and develop new ones, in line with the annual plan, ensuring meaningful engagement and mutually-beneficial outcomes are attained
- In conjunction with the Head of Scotland, assist with the promotion of Breast Cancer Care's full range of services to partner organisations, healthcare professionals, other stakeholders and our clients, ensuring regular and routine referral to all services delivered in the locality
- Ensure quality standards are monitored and maintained, as agreed with the Heads of Services, Nations and Head of Specialist Support Services

- Manage the delivery of an effective service evaluation process across all assigned areas of responsibility and produce/contribute to organisational reports
- Organise and facilitate services' events and meetings as necessary, including being the lead facilitator on some occasions
- Assist the Specialist Support Services team in developing any new areas of service delivery or potential partnership opportunities
- Support the Head of Scotland in planning and monitoring expenditure within the services budget, ensuring best value and cost-effectiveness in all areas of work.

Staff and Volunteer Management and Support

- Provide leadership, management support and guidance to the Services Development Team to ensure services are delivered consistently in accordance with the agreed service model and quality assurance framework
- Oversee the recruitment, training and management of Moving Forward Facilitators and ensure that quality assurance is consistent and well-managed
- Delegate work to the Services Support Team and other support staff and provide guidance and support as necessary to ensure tasks are successfully completed in line with agreed deadlines and outcomes
- Work with the Volunteer Hub to recruit volunteers for this service area, ensuring all volunteers are fully trained and competent to deliver the service, and offering on-going support and guidance where required, ensuring that good relationships are maintained
- Work with the Services Development Coordinators, Services Support Team and database team to ensure all administrative processes are fit for purpose, streamlined and enable analysis of service delivery and impact.

Relationships: external

- Maintain and develop effective working relationships with healthcare professionals, other voluntary sector organisations and cancer information services to support the effective development and delivery of services
- Represent Breast Cancer Care to the general public, healthcare professionals and other interested groups, giving talks and presentations to promote our work and impact
- Keep informed of current developments in the field of breast cancer, particularly related to this service area, attending relevant conferences, seminars and training courses.

Relationships: internal

- Work with the Heads of Services and other departments on the marketing and promotion of the services portfolio in order to ensure reach targets are achieved, maximise links between different strands of work and contribute to the wider organisational strategy
- Work closely with other members of the Services and Engagement team based locally and at other sites, to provide a seamlessly integrated range of services, cross-referring clients to other services as appropriate
- Work closely with the Volunteer Hub in the recruitment, training and support of service delivery volunteers.

GENERAL

- To be an effective member of the team, presenting a positive impression of the team and the service
- To 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
- To attend internal and external meetings, and training as required
- To adhere to the breast cancer care data protection and health and safety policies
- To operate within the organisational equal opportunities policy framework and implement the policy within this area of work.

PERSON SPECIFICATION – ESSENTIAL CRITERIA:

EXPERIENCE

- Experience of service and project development, management and implementation, preferably through involvement in information, health or other support services
- Experience of staff management or supervision
- Experience of developing and managing a variety of relationships with different stakeholders, for example service users, permanent and contract staff, and volunteers
- Experience of working in partnership and maintaining relationships with health or social care professionals
- Experience of facilitating events and meetings
- Experience of managing budgets and obtaining best value for money

SKILLS

- Excellent organisational and time management skills, including the ability to multi-task effectively i.e. the ability to work on own initiative, prioritise workload, manage conflicting priorities and meet tight deadlines
- Excellent oral and written communication skills, with a particular emphasis on maintaining effective relationships with a wide range of healthcare professionals and other stakeholders
- Confidence in dealing with unexpected situations and problems that arise as a result of the nature of our client groups, including when working alone and away from Breast Cancer Care premises
- Understanding of, and commitment to, the importance of maintaining confidentiality regarding client information
- Good working knowledge of IT systems including Windows and packages including Microsoft Office (in particular Word, Excel and Outlook) and experience of using databases.

BEHAVIOURS

- A passion for Breast Cancer Care's vision and mission
- A team player who is collaborative
- A commitment to and understanding of issues relating to equality of opportunity and the ability to implement change in this area
- Ability to show tact and discretion when dealing with sensitive and confidential information
- A willingness to work variable hours, with occasional weekend and evening work and to travel within the UK

DESIRABLE CRITERIA:

- Experience of matrix and remote management
- Experience of working in the voluntary sector (paid or unpaid), or in a health or social care setting
- 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
- Experience of working with and supporting volunteers.