

Job Description

The merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. In April 2019, we became the UK's first comprehensive breast cancer 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 even more effectively for better services and care.

Together, we believe that, by 2050 everyone who develops breast cancer will live and receive the support they need to live well now.

Job title	Head of Scotland
Directorate	Services
Team	Services Development and Delivery
Job title of reporting manager	Assistant Director of Services
Job title(s) of direct reports	Services Development Manager, Scotland Administrator, Scotland
Document created (Month and Year)	August 2019

Overview of directorate

The Services Directorate aims to drive forward our services that support the prevention, detection, treatment of breast cancer, and the care and support of people affected by breast cancer across the UK. The Directorate is responsible for four areas – Services Development and Delivery, Services Improvement, Public Health and Wellbeing, and Volunteering.

Job purpose

The Head of Scotland leads on the development and delivery of our unique range of support services which provide information, emotional and practical support to people affected by breast cancer. In addition, as the charity's most senior member of staff in the nation, the post-holder will work closely with other staff based in Scotland to deliver the corporate strategy, representing the charity externally as and when required. They will also support the smooth running of our Glasgow and Edinburgh offices, working together with all staff based in Scotland to co-ordinate the different strands of the charity's activity in the nation.

Key tasks and duties

Services leadership and development

- To be responsible for the successful delivery of the Services Strategy in Scotland, develop and maintain relevant and key relationships in the nation and provide inspirational and strong leadership and management.
- To develop short, medium and long-term operational plans for services in Scotland which successfully deliver on the aims of the corporate strategy.
- To be accountable for the achievement of delivery targets for services in Scotland according to the agreed annual plan.
- To identify opportunities for expansion of the charity's locally-delivered services, maintaining existing relationships and partnerships, and identifying new ones to maximise take-up of the full range of our support services.
- To work with the Head of Specialist Support Services (based in Sheffield) on the planning, delivery and profiling of events such as Younger Women Together and the Living with Secondary Breast Cancer services delivered in Scotland.
- To contribute to the ongoing evidence and impact strategy and provide timely information via regular reports.
- To ensure the consistent and efficient use of our CRM database (Enterprise) by staff in the Scotland Services Development team.

Corporate leadership

- To ensure the smooth running of the Glasgow centre, holding responsibility for day-to-day operations and administration of premises management, health and safety, and the implementation of organisational systems, policies and procedures. (Strategic and contractual support for premises management and health and safety is provided by the Facilities team in the Central Office in London).
- To ensure that full financial management of the Scottish Services and Glasgow office budgets is carried out in line with organisational procedures, including budget preparation, monitoring, reforecasting, banking, incidental petty cash and the authorisation of invoices and expenses.
- To ensure compliance within the team of all statutory responsibilities such as risk, compliance, GDPR, Health and Safety.
- To contribute to the successful implementation of the Volunteering Strategy in Scotland, working in conjunction with the Head of Volunteering.
- To maintain an active network across the charity and foster a culture of collaboration, transparency, shared learning and continuous improvement.
- To maintain close liaison with and support the Fundraising team located in Scotland, including support for the development and maintenance of relationships with major donors and other influential individuals and groups.
- To take lead responsibility for progressing agreed projects as required.

External engagement and influencing

- To work with the Assistant Director of Services and Assistant Directors/Heads across the Communications and Influencing Directorate, to support the marketing, communications and engagement strategy for developing our presence and recognition in Scotland.
- To support the PR Lead for Scotland to promote the charity and its services to the public, the media and at fundraising events, and give talks and presentations to appropriate audiences/conferences that focus on activity in Scotland, as and when required.
- To support the Policy, Evidence and Influencing team to develop operational plans for policy and influencing for the charity in Scotland.
- To support the Policy and Public Affairs Lead for Scotland to cultivate and own effective relationships with key decision-makers in Scotland.
- To contribute to policy briefings or reports as required and review significant policy and campaign materials produced to ensure they are relevant to a Scottish audience.
- To work with the Policy and Public Affairs Lead for Scotland to ensure differences in policy, structures, lines of communication and avenues of influence in Scotland are communicated effectively within the organisation.
- To work with the Policy and Public Affairs Lead for Scotland to represent the charity on key decision-making bodies most relevant to the delivery of services and care of breast cancer patients in Scotland.

Leadership, staff management and communications

- To provide effective leadership for the Services Development team and line management of direct reports, supporting them in effective management of their teams where appropriate.
- To set clear and SMART objectives with direct reports in line with the organisational and local plans, conducting appraisals and reviews in line with organisational policy.
- To provide co-ordinating leadership to all staff based in Scotland, liaising with other line managers as required, and hold regular, inclusive team meetings of all staff, promoting a non-silo approach and a culture which reflects the organisational mission and values.
- To lead and/or participate in the recruitment of staff to be based in Scotland and ensure they receive an effective local and corporate induction and access to ongoing learning and development as appropriate.
- To ensure effective communication and cross working with all departments across Breast Cancer Care and Breast Cancer Now, creating effective communication systems for the Scotland team, ensuring all messages are cascaded and understood, facilitating the efficient two-way flow of information.
- To participate in and contribute to regular Heads, team and other cross-organisational meetings.
- To ensure the Assistant Director of Services is kept informed of all activities, developments and changes within the team.

General

- To be an effective member of the team, presenting a positive impression of the team and the services.
- To work collectively and individually to promote a constructive and sensitive approach to others.
- 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 is **essential** for you to have the following qualifications and experience:

- An undergraduate degree, or equivalent experience
- Of working in a relevant role leading on the development and delivery of services, preferably relating to health, wellbeing or social care
- Of leadership and staff management including successful and consistent handling of all aspects of staff management
- In the development, delivery and evaluation of strategic programmes of work
- Of developing and managing strong relationships with a wide variety of stakeholders, including interacting sensitively with people who are living with/have lived through distressing personal experiences
- Of working collaboratively across an organisation to manage stakeholder relationships
- Of leading and managing change and an understanding of the processes necessary to enable effective change
- Of strategic planning, project management and policy development and implementation, preferably in a service delivery environment
- Of successfully developing, writing and 'selling' service plans to senior managers and other stakeholders
- Of successfully overseeing and delivering on monitoring and evaluation and quality systems
- Of working within a regionalised or national organisation and of successfully leading staff teams within such an environment.

It is **desirable** for you to have the following qualifications and experience:

- Of writing or supporting the development of funding proposals, pitching for funding, and providing progress reports to funders
- Of working with or managing volunteers.

Skills and Attributes

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

- Excellent communication skills (verbal and written) including strong public speaking skills and the ability to translate complex information into accessible language suitable for non-expert audiences e.g. policy makers, the media, the public and people affected by breast cancer
- Excellent interpersonal skills, including confidence in working with senior colleagues and stakeholders and the ability to deal sensitively with patients and the public
- Ability to motivate and deliver results through people, including setting objectives and ensuring they are met, and taking responsibility for the development of individual team members
- Ability to contribute strategically to planning, budgeting and impact reporting processes
- Ability to manage projects including producing plans, delivering projects across teams and departments and effectively leading their implementation
- Ability to set and manage a budget
- Ability to negotiate and influence, networking at a range of levels, being comfortable with and committed to pro-active networking at a range of levels with the ability to quickly gain credibility

- Ability to represent the organisation to the media, current and potential funders and policy makers/opinion formers
- Ability to write and comment on policy documents
- Ability to organise your work effectively, setting objectives and prioritising your workload in a busy environment, working under pressure and at times to tight deadlines while delivering on long-term objectives
- Ability to think strategically, with strong analytical, judgemental and decision-making skills
- Ability to effectively facilitate meetings and discussions
- Ability to work well as a member of a team, with a wide variety of people
- Ability to use Microsoft Office applications and the internet proficiently
- 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.

It is **desirable** for you to have the following skills and attributes:

- Ability to use database software proficiently.

Knowledge

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

- An understanding of breast cancer and its impact and how these inform Breast Cancer Care and Breast Cancer Now's vision and mission
- An understanding of and commitment to issues relating to equality of opportunity and the ability to implement change in this area
- An understanding of data protection law and how it applies to the storage and use of service user and supporter data.

It is **desirable** for you to have the following level of knowledge:

- An understanding of the Scottish health systems, cancer services, NHS structures and third sector, both nationally and locally
- An understanding of and commitment to the principle of involving patients in shaping and developing health services.

Role Information

Key internal working relationships

You will work closely with the following:

- Assistant Director of Services
- Members of the Services directorate
- Assistant Directors, Heads of and other key colleagues in other directorates
- Colleagues across Scotland and their line managers

Key external working relationships

You will work closely with the following:

- NHS partners and healthcare professionals
- Self-employed contractors
- Volunteers
- Women and men affected by or at risk of breast cancer, particularly service users and supporters
- Other charitable organisations and patient groups
- Corporate partners
- Funders
- Relevant professional networks and membership bodies

General information

Number of posts in the directorate	56
Number of posts in the team	5
Location of role	Robertson House, Ground Floor, 152 Bath Street, Glasgow G2 4TB
Hours of work	35 per week, Monday to Friday
Contract type	Fixed-term for a period of 18 months from date of commencement with the potential for the post to become permanent at the end of the fixed-term contract.
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 will be obliged to devote your full attention and ability to your paid duties. You should not 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 should not have any restrictions on your eligibility to indefinitely work or reside in the UK.