

## 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.

<b>Job title</b>	New projects and business growth manager, secondary breast cancer services
<b>Directorate</b>	Research, support and influencing
<b>Team</b>	Services
<b>Job title of reporting manager</b>	Head of services, secondary breast cancer
<b>Job title(s) of direct reports</b>	N/A
<b>Document created (month and year)</b>	January 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**

This role will expand the breadth and reach of our service offer for people with secondary breast cancer. Building on our experience and recent insight, you will refine existing service models and design and develop new ones for our delivery teams to test and evaluate.

This is a new post which will use insight and evidence to grow our services, aiming to embed new developments within our business as usual activity by 2026.

## **Key tasks and duties**

### Testing new ideas

- Use recent insight and evidence of need to scope and plan projects for designs of new service delivery models, enabling us to deliver our ambition and business plans.
- Work with the senior manager and head of services to develop project proposals for pilot and review, embedding a test and learn culture across the secondary breast cancer services team.
- Ensure all projects have clear expected outcomes and KPIs, impact measures and are supported by costed business plans.
- Work with the senior manager, service delivery teams and other colleagues to take successful new projects through to business as usual. This will include, but is not limited to, identifying the required resources and quality framework, ensuring effective promotion and stakeholder communication plans for new services and developing evaluation and monitoring plans.
- Establish a service design/development methodology to be adopted for future developments, ensuring secondary breast cancer services takes a structured, insight-informed approach to decision-making along the whole project lifecycle.

### Refining and developing existing service models

- Use existing evidence and insight to review current practice and develop an effective service model for our online video programme and Live Chat services.
- Work with the head of services, senior manager and services lead for equity, diversity and inclusion to improve the accessibility of our support for people with secondary breast cancer who are under-represented in our services\*.
- Work with the secondary breast cancer services management team and other colleagues to propose and implement practices to increase registrations to and accessibility of existing services. This will include effective implementation of our single point of access for service referrals.
- Scope potential geographical locations to expand our services for people with secondary breast cancer, identifying new business opportunities and potential delivery partners.
- Work with the service delivery lead and the evaluation team, to define and implement new ways to collect and evaluate insights, feedback and outcomes of our work.

*\* We have agreed to prioritise accessibility for 4 groups: women over 70, black women, South Asian women and people from socio-economically disadvantaged communities.*

## Working with others

- Build and maintain effective relationships with internal stakeholders so that new services can be tested effectively and successfully. In addition to service delivery and support teams, this includes involving all relevant teams such as data, digital, marketing, healthcare professional engagement, evaluation and nursing.
- Work collaboratively and effectively with people with lived experience of secondary breast cancer to ensure our services are responsive and effective. This may include organising, leading and facilitating events and activities to include people with lived experience and other key stakeholders, championing their role in all aspects of this work.
- Implement and manage an effective external stakeholder engagement plan for secondary breast cancer services across the UK, aligning with current business plans.

## Other duties

- Maintain excellent records of activity, ensuring data is stored and used effectively and contributing learning to our organisational memory stock.
- Manage the contribution of staff allocated to the new projects and business growth function.
- Work collaboratively and productively with colleagues across the services team and the wider charity.
- Present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- Recognise, respect and promote equality and inclusion across our services and in your working practices.
- Adhere to Breast Cancer Now's policies, codes of conduct and procedures.
- Attend internal and external meetings as required.
- Maintain and improve competencies through continuous professional development, attending training as required.
- Travel throughout the UK and occasionally work outside of normal office hours, during the evenings and weekends.
- Undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

## Person specification

### Experience

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

	Method of assessment	
	Shortlist	Interview
Experience of scoping, planning and managing projects and budgets, preferably within the charity or health sector	<b>x</b>	<b>x</b>
Experience of service design, including piloting new services or products, preferably in the charity or health sector	<b>x</b>	<b>x</b>
Excellent track record of monitoring impact and outcomes and evaluating success	<b>x</b>	<b>x</b>
Experience of the issues involved in delivering services which are accessible to all		<b>x</b>
Experience of working collaboratively with people with lived experience particularly to inform decision-making		<b>x</b>

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

	Method of assessment	
	Shortlist	Interview
Experience in identifying new business opportunities	<b>x</b>	<b>x</b>
Experience of facilitating events and meetings	<b>x</b>	
Experience of implementing and managing change		<b>x</b>

### Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Confidence in using IT systems and packages, including a CRM database	<b>x</b>	
Excellent organisational and time management skills, including the ability to prioritise a busy workload and meet tight deadlines	<b>x</b>	
Excellent verbal and written communication skills with the ability to influence and manage negotiations	<b>x</b>	<b>x</b>
Confidence in working collaboratively with internal and external colleagues and stakeholders	<b>x</b>	<b>x</b>

Confidence in presenting to and negotiating with internal and external stakeholders, including at a senior level	<b>x</b>	<b>x</b>
Demonstrable skills in building strong relationships with a range of people to achieve a shared goal	<b>x</b>	

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

	Method of assessment	
	Shortlist	Interview
Resilience when working with vulnerable people or those affected by life-limiting illness		<b>x</b>

## Knowledge

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the UK healthcare system	<b>x</b>	
Knowledge of and commitment to applying the principles of equity, diversity and inclusion to the work		<b>x</b>
Knowledge of and commitment to the principles of working collaboratively with people with lived experience, particularly to inform decision-making		<b>x</b>
Demonstrable understanding of different project management methodologies and when to apply them	<b>x</b>	

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the particular issues faced by people with secondary breast cancer	<b>x</b>	
Knowledge of communication and access requirements to enable full participation and involvement of people with lived experience		<b>x</b>

## Role information

### Key internal working relationships

You'll work closely with the following:

- Head of services, secondary breast cancer
- Senior manager, secondary breast cancer services
- New business and projects manager, primary breast cancer services
- Evaluation and impact team
- Services marketing team
- Development manager, Here for You

### Key external working relationships

You'll work closely with the following:

- Healthcare professionals
- People with lived experience of secondary breast cancer

### General information

<b>Role location and our hybrid working model</b>	<p>This role can be based in any of Breast Cancer Now's offices, located across the UK. 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 1 of the following locations:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p> <p>Robertson House, 152 Bath St, Glasgow G2 4TB (open Wednesday and Thursday)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p> <p>1st Floor, 14 Cathedral Road, Cardiff CF11 9LJ (open Monday, Tuesday and Wednesday)</p>
<b>Hours of work</b>	35 per week, Monday to Friday
<b>Contract type</b>	Fixed term until 31 July 2026
<b>Medical research</b>	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 they're no alternatives.
<b>Conflict of interests</b>	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.
<b>Immigration, Asylum and Nationality Act 2006</b>	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 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.