

Services area coordinator, Northern Ireland



Directorate

Research, support and influencing

Team

Services

Reporting manager

Services manager, primary breast cancer

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, inclusion and awareness 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 work closely with the services managers, primary breast cancer and secondary breast cancer, to ensure delivery of Breast Cancer Now's organisational strategy, with

ambitious targets to increase access, our reach and influence across the UK. A key part of this role will be developing new and maintaining productive partnerships with healthcare and allied health professionals, and other third sector organisations in the assigned locality.

To develop and ensure successful delivery of Breast Cancer Now's services across Northern Ireland to people with breast cancer, primarily our Moving Forward courses, Living with Secondary Breast Cancer service and our services for younger women both online and face-to-face.

Key tasks and duties

Delivering our services

- Ensure successful organisation and delivery of Moving Forward courses in person, in Northern Ireland, overseeing all operational elements and providing occasional facilitation for courses if required
- Support the delivery of UK-Wide Moving Forward Online
- Work closely with the primary services team to deliver the Speakers Live primary service across the UK
- Ensure the delivery of in person Living with Secondary Breast Cancer groups in Northern Ireland, working with contracted therapists who facilitate the sessions
- Coordinate and support the delivery of UK-wide online services for people with secondary breast cancer. This currently includes supporting regular online groups facilitated by sessional counsellors and coordinating and hosting Speakers Live sessions
- Source and brief speakers for relevant services, both in person and online, ensuring they deliver quality support and information, in line with Breast Cancer Now standards
- Recruit, train and support facilitators for both Moving Forward and Living with Secondary Breast Cancer services, ensuring that our quality standards are maintained, and that services are delivered consistently in accordance with the agreed service model and quality assurance framework
- Maintain accurate and up to date data in line with our operating procedures and Breast Cancer Now policy
- Complete associated administrative processes in a timely and accurate way, including checking and logging invoices, contracts for venues and therapist facilitators, and event proformas
- Facilitate effective service evaluation processes, contributing to organisational reports as required
- Delegate appropriate administrative work to the services support team, ensuring all tasks are completed in line with agreed deadlines and our service standards are maintained

Engagement - external

- Working closely with the primary, secondary and personalised support services teams, build on the existing engagement work and framework to represent and raise the profile of Breast Cancer Now's services to the general public, health care professionals and other interested stakeholders and groups to increase access and referrals to services
- Keep informed of current developments in the field of breast cancer, particularly related to this location, attending relevant conferences, seminars and training courses
- Assist with the promotion of Breast Cancer Now's services for people with breast cancer, including contributing as required to services marketing initiatives, seeking out and fostering successful engagement with partner organisations, healthcare professionals, other stakeholders, and our clients to ensure attendance targets are achieved
- Negotiate and complete contractual arrangements with appropriate venues, ensuring that they are fit for purpose and we provide a safe environment for our service users

Engagement - internal

- Work closely with other members of the services team across the UK to share learnings and ideas and to provide a seamlessly integrated range of services, cross-referring clients to other services as appropriate
- Work with the volunteer hub to recruit volunteers for the relevant service areas, ensuring all volunteers are fully trained and competent to deliver the service, and offering ongoing supervision and guidance where required, ensuring that good relationships are maintained
- Build effective working relationships with facilitators, maintaining regular contact as required
- Work with colleagues to identify and implement actions or processes which enable our services to be accessible and inclusive (such as our Access Fund or reasonable adjustments)

General

- Be a collaborative and effective member of the team prepared to share ideas and find common solutions, presenting a positive impression of the team and the service to internal and external stakeholders
- Work collaboratively and individually to promote a constructive and sensitive approach to the delivery breast cancer services
- Recognise, respect and promote equality and inclusion across our services and in your working practices

- Attend internal and external meetings, and training as required
- Travel throughout Northern Ireland, with occasional work outside of normal office hours including staying overnight, during the evenings and at weekends when required and with notice. Occasional travel in the UK may also be required
- Adhere to Breast Cancer Now's policies and procedures
- Undertake 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's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Planning, developing and delivering information, health or other support services, both face-to-face and online preferably to people with cancer or life changing illness	x	x
Developing and managing a variety of relationships with different stakeholders, including service users, permanent and contract staff, and volunteers	x	x
Working with, negotiating and maintaining relationships with health care professionals who are busy, short on time and have competing priorities	x	x
Managing relationships, providing support and guidance at 'arms-length' to stakeholders such as contract staff and/or volunteers	x	x
Experience of negotiating with external stakeholders		x

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

	Method of assessment	
	Shortlist	Interview
Experience of working with health or social care professionals	x	
Delivering services for underrepresented individuals and communities	x	x

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent organisational and time management skills, including the ability to work on your own initiative, prioritise workload, manage conflicting priorities and meet tight deadlines	x	
Excellent oral and written communication skills, with an ability to relate sensitively to a wide range of people	x	x

Ability to identify opportunities for service provision and/or improvement, adapting to change when required	x	
Facilitation and or presentation skills	x	x
Ability to work as part of a busy team, and with other teams across different geographical sites	x	x
Resilience and confidence in dealing with unexpected situations or vulnerable adults, including when working alone, off-site or online	x	
Confidence in working and negotiating with other professionals and stakeholders	x	x
Tact and discretion when dealing with sensitive and confidential information	x	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Strong working knowledge of IT systems including Microsoft Office (Word, Excel and Outlook) and case management systems / databases	x	
Knowledge and understanding of the challenges faced by people affected by primary and secondary breast cancer or other life-limiting illness, or people with complex health or life circumstances	x	x
Knowledge and understanding of the healthcare system in Northern Ireland and the current challenges faced by healthcare professionals.	x	
Knowledge and application of the principles of equity, diversity and inclusion to your work	x	x
Understanding of, and implementation of current data protection legislation	x	

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

	Method of assessment	
	Shortlist	Interview
Knowledge or experience of UK healthcare systems and the current challenges they face	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Senior managers, primary and secondary services
- Services coordinators, primary breast cancer/secondary breast cancer
- Services managers, primary breast cancer
- Services managers, secondary breast cancer
- Personalised support team
- Health Care Professional engagement team
- Services support team
- Volunteer hub

Key external working relationships

You'll work closely with the following:

- Healthcare professionals
- Contracted facilitators and therapists
- Volunteers
- Cancer support organisations
- Wider third sector organisations

General information

Role location	This role is home based, although postholder would need to reside in Northern Ireland as it involves regular travel in the locality, and occasional travel outside of Northern Ireland.
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 May 2025

Find out more about us at
breastcancernow.org

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CANCER
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support charity