

Job description

Senior Services Officer (Northern Ireland)

Reporting to:	Peer Support Manager
Direct reports:	N/A
Salary:	£28,000 per year
Location:	Northern Ireland and home based with occasional travel (including around UK) and overnight stays
Holiday entitlement:	25 days plus three discretionary days between Christmas and New Year and statutory holidays (pro-rata for part time working hours)
Terms and conditions:	Full time and fixed term for two years (initially)

About Bowel Cancer UK

Bowel Cancer UK is the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We employ around 45 staff based in England, Scotland, Wales and Northern Ireland.

Job summary

The Senior Services Officer (Northern Ireland) will work to develop and deliver a portfolio of support and information services for people in Northern Ireland affected by bowel cancer. In the Services team, we currently have a range of peer support and information services and are constantly innovating, testing and refining our offer to ensure they reach as many people as possible and provide the support they want. This role will be responsible for scaling our existing services in Northern Ireland and adapting them to meet the specific needs of patients and their families across the country. This is an exciting opportunity to work closely with our patient community and lead change across the bowel cancer pathway in patient support.

Main duties and responsibilities

- Lead the adaptation, delivery, and scaling of our existing patient support services across Northern Ireland, tailoring services as required to meet the specific needs of bowel cancer patients and their families across the country
- In partnership with the other Bowel Cancer UK staff based in Northern Ireland (across policy, campaigns and fundraising) continue to build the profile of the charity, engaging senior stakeholders across sectors and developing partnerships where appropriate
- Work closely with the Clinical Lead and Health Professional Engagement and Education team to develop strong relationships with health professionals in primary and secondary care involved in the bowel cancer pathway, to promote and market our services
- Work collaboratively and flexibly with staff across the charity, volunteers and external partners to adopt a co-productive approach to service development to ensure all service development is evidence-based and needs-led. Make appropriate use of needs assessments and user engagement and involvement – including, for example, desktop research, surveys, focus groups, feedback, and evaluation
- Work closely with the Services team to support the ongoing work to build relationships with face-to-face support groups and to recruit volunteers to roles across the organisation
- Actively support the monitoring and evaluation of services for quality, outcomes, and impact in line with the Services-wide evaluation framework. This includes making data available to inform decisions on further service development and improvement to ensure our services meet the needs of people affected by bowel cancer
- Work collaboratively with the digital team to ensure digital technology is optimised in all service development, improvement, and delivery to facilitate user navigation to and through our service portfolio
- Work closely with colleagues across the charity and in particular the Peer Support manager to gather and respond to insights into our community's needs and preferences and ensure the patient voice is heard
- Proactively support the fundraising teams to identify, develop and deliver on income generation opportunities – including providing timely information for fundraising proposals, reports, and presentations to current and potential donors
- Participate in all relevant meetings of the charity as appropriate
- Ensure data is handled in accordance with the Data Protection Act
- Demonstrate a commitment to equality, diversity, and inclusion in the way you work

Person specification

Qualifications and experience

- Experience of working in a patient/public support and information services role
- Experience of providing an excellent service user experience
- Experience working in a charity environment – preferably for a health charity
- Experience of developing and delivering patient facing support activity
- Experience working with service users/patients and volunteers to develop and deliver services
- Experience building, managing, and developing relationships with primary and secondary care health professionals
- Experience managing projects within tight deadlines
- Experience evaluating patient support services
- An understanding of the needs of people affected by bowel cancer and their lived experiences

Knowledge, skills and abilities

- Proven ability to work collaboratively across teams and functions to achieve shared aims and objectives
- Strong networking, relationship building and relationship management skills with the ability to inspire and motivate others
- Excellent organisational and project management skills with strong attention to detail
- Ability to manage a busy and varied workload and keep on top of multiple projects
- Ability to work in a dispersed team, reporting to a remote manager and be based at home
- Proven ability to work with and support volunteers
- Ability to use databases and maintain records to a high standard

Personal qualities

- Self-sufficient and able to work on own initiative as well as able to work as part of a team
- A strong commitment to the work of Bowel Cancer UK and empathy with the experiences of people affected by bowel cancer

- Flexible and willing to work collegiately to achieve the charity's ambitions
- Outstanding people skills and sensitivity when communicating with people affected by cancer
- Commitment to equality, diversity, and inclusion
- Commitment to best practice and high standards of customer service with strong ethical standards