

# Services support assistant

## Directorate

Support and influencing

## Team

Services business support

## Reporting manager

Services support coordinator, primary breast cancer services

## 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 support and influencing directorate is responsible for delivering Breast Cancer Now's work to ensure everyone with or at risk of breast cancer gets the best possible care and treatment and is supported to live well.

We provide trusted information, connection and support to people affected by breast cancer across the UK. We work with healthcare professionals and healthcare teams to support them to provide the best possible care. And we are a powerful advocate, standing alongside people affected by breast cancer in calling for change.

This role is in the services business support team.

## Job purpose

To ensure service enquiries are handled sensitively and efficiently, demonstrating excellent customer care skills via telephone, email and occasionally face to face. To play a pivotal role in ensuring the smooth running of services.

## Key tasks and duties

- Act as a first point of contact (telephone, written and email) for enquiries about services across the UK, ensuring accurate information is given about appropriate services and that every service user has a high-quality experience.

- Ensure appropriate information is entered on the Unity database and carry out required processes to register service users, including any onward communication required
- Provide the services' teams across the UK with effective and consistent administration for the range of our services, assisting with the set up and recording of event information and participants of each
- In conjunction with the services' teams, assist in events organisation and planning, overseeing technical requirements and liaising with speakers and volunteers as required
- Ensure that services' information is kept updated and communicate regularly with other teams to ensure a high level of awareness and knowledge about services' activity
- Collaborate with the services teams to create marketing materials for training sessions and events, promote these events through various channels, and support broader marketing activities such as social media engagement
- Compile and maintain accurate mailing lists, ensuring both new and existing lists are up to date. Prepare and distribute regular and ad-hoc mailings via post and email
- Ensure the confidentiality of all service user information at all times

Other office duties (as required)

- Work as part of the admin team to ensure the smooth running of the centre and its services
- Receive visitors to the organisation, informing the appropriate person of their arrival and seeing to their immediate needs
- Ensure all visitors to the office are signed in
- Ensure that deliveries are received, stored and forwarded to the appropriate person in a timely manner
- Responsible for organising couriers, maintaining a record of their use

General

- Contribute as an effective team member, consistently presenting a positive image of both the team and the service
- 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.
- Attend internal and external meetings, and training as required.
- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties within the scope and remit of the role, as agreed with your manager

# Person specification

## Qualifications and experience

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

Method of assessment		
	Shortlist	Interview
Significant, relevant experience of working in an administrative role	x	x
Significant experience of working with database systems	x	x
Experience of dealing with a diverse range of individuals and groups	x	

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

Method of assessment		
	Shortlist	Interview
Experience of working in the voluntary sector (paid or unpaid), or in a health or social care setting		x
Experience of working in a health or customer care environment		x

## Skills and attributes

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

Method of assessment		
	Shortlist	Interview
Excellent oral and written communication skills with attention to detail	x	x
Reliable time keeping and excellent time management skills	x	x
Demonstrate excellent customer service abilities, particularly when assisting service users over the phone	x	x
Ability to work as part of a busy and developing team and with other teams across different geographical sites	x	x
An assertive nature with the ability to be proactive in their attitude to work		x
An organised and methodical approach to administrative tasks	x	x
Willingness to undertake training	x	

## Knowledge

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

<b>Method of assessment</b>		
	<b>Shortlist</b>	<b>Interview</b>
Understanding of and commitment to diversity and equal opportunities and the willingness to apply this to the work	x	
Understanding of confidentiality and sensitivity practices in working with vulnerable groups	x	x
Understanding of, and commitment to, the importance of maintaining confidentiality regarding service user information	x	x
Good working knowledge of IT systems and packages including windows and microsoft office (in particular word, excel and outlook)	x	x

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

<b>Method of assessment</b>		
	<b>Shortlist</b>	<b>Interview</b>
Knowledge and understanding of the particular issues faced by people with breast cancer		x
An 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		x

# Role information

## Key internal working relationships

You'll work closely with the following:

- Services teams based in Sheffield, London, Cardiff and Glasgow
- Volunteering team
- Digital engagement team
- Services business support team

Occasionally with:

- Nursing, healthcare professional and health information team
- Supporter care and compliance team
- IT team

## Key external working relationships

You'll work closely with the following:

- Health care professionals
- Service users
- Volunteers

## General information

<b>Role location and our hybrid working model</b>	This role is based in our Sheffield office. 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 St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Friday)
<b>Induction</b>	It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.
<b>Hours of work</b>	35 per week, Monday to Friday

<b>Contract type</b>	Permanent
<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 there's 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.
<b>Our commitment to equity, diversity and inclusion</b>	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 January 2026

Find out more about us at  
[breastcancernow.org](http://breastcancernow.org)

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