

Research and insight manager



Directorate

Operations

Team

Impact, strategy and innovation (ISI)

Reporting manager

Head of insight, strategy and innovation

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 operations directorate provides professional support services for the organisation. Its role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals and achieving our vision. We do this through the development of commercial opportunities, legal compliance, finance, IT and facilities, business planning, people and organisational development, impact evaluation, insight gathering, innovation and strategy delivery.

The impact, strategy and innovation (ISI) team ensures breast cancer voices are heard. Insights drive action, evaluation drives progress, and we seek growth opportunities that accelerate our impact.

Job purpose

To identify, summarise and interpret complex insight and evidence, to support Breast Cancer Now's organisational decision making and to contribute to meaningful strategic and organisational change. This will be achieved by:

- Providing support to Breast Cancer Now teams, improving effectiveness and confidence in using insight and evidence in their work
- Directly delivering research and insight work in line with strategic projects and objectives
- Developing the way that we coordinate evidence across Breast Cancer Now, ensuring our approaches remain future focused and make good use of emerging technologies where they add value.

As part of the central impact, strategy and innovation team, the job purpose includes centralised project management to ensure effective strategy implementation, with support from the head of insight, strategy and innovation.

Key tasks and duties

Research and insight: Delivery

- To assist with gathering and interpreting evidence from a range of sources, producing clear, impactful insight that supports meaningful change across Breast Cancer Now, presenting findings in a variety of formats, depending on the needs of different audiences.
- To update and develop our organisation's centralised evidence bases, collating evidence from across teams and specialisms, refreshing our insights, developing digital tools to help colleagues access the insights they need, and responding to requests for insights as required
- To identify gaps in existing insight and support, addressing those gaps where appropriate across strategic and cross-organisational projects
- To ensure that our insight gathering is inclusive and representative, enabling a diversity of voices and experiences to be heard
- To develop Breast Cancer Now's coordinated insight and evidence efforts, bringing together evidence from across teams and creating the conditions for evidence-led decision making and meaningful change
- To facilitate cross-organisational discovery and insight generation, translating insight into clear conclusions and actionable recommendations
- To support strategic commissioned and third-party research and insight projects, including liaising with suppliers, monitoring timelines, involving stakeholders and supporting turning insight into action
- To explore and assess emerging digital tools that may support research, evidence synthesis or summarisation - working in partnership with, and with guidance from, internal AI experts to ensure responsible and ethical use

Research and insight: Support

- To provide support to Breast Cancer Now teams in insight and evidence gathering, offering advice around quantitative and qualitative research methods, including supporting colleagues to use digital tools appropriately and confidently as part of

their insight work (with guidance from our digital and data teams)

- To actively support colleagues to frame the right questions, guide their thinking, and develop clear, purposeful insight briefs that strengthen the quality and impact of their work
- To develop training, learning resources and guidance for Breast Cancer Now teams around insight and evidence and how teams can turn these into meaningful conclusions and actions
- To 'join the dots' of insight between teams and projects, identifying where insights could be of value across workstreams and assisting teams to apply them
- To develop and improve our knowledge management, training and support for teams in gathering insights
- To champion the development of building an insight culture, engaging with insight leads across the organisation to share best practice and drive organisational improvement through our community of practice and other networks

Strategic insights and change

- To conduct horizon scanning across the wider breast cancer ecosystem as required – informing organisational insight, identifying emerging needs and guiding strategic decision-making
- To support organisational change projects that are driven by evidence and insight
- To develop project plans and tracking approaches that help teams deliver insight work effectively
- To present insights and evidence in clear, compelling ways through presentations, reports, slide decks and other formats, tailoring communication to a range of audiences including senior leaders, operational teams and specialist stakeholders.
- To enable collaboration and engagement across teams, ensuring diverse perspectives and lived experience inform decisions
- To provide insight-driven support to other change projects and areas of strategic implementation as required

Wider work: Working within the impact, strategy and innovation (ISI) team and across the organisation

- To support the objectives and work plans of the impact, strategy and innovation team
- To work closely with our involvement team, managing insight and involvement work and projects as required, working closely with our Breast Cancer Voices – the organisation's virtual community of people affected by breast cancer who help inform and shape our work

- To be an effective, proactive and supportive member of the insight, involvement and strategy team contributing to ensuring a high level of trust and confidence in our team
- To present a positive impression of Breast Cancer Now and its charitable activities internal and external stakeholders
- To recognise, respect and promote equity, diversity and inclusion across our charitable activities and in your working practices, including good communication with people from a variety of backgrounds
- To attend internal and external meetings as required
- To be committed to professional development, maintaining and improving competency and skills, including attending relevant training
- Adhere to all 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

Experience

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

	Method of assessment	
	Shortlist	Interview
Of working in a research or insight role drawing on a range of approaches (e.g. quantitative methods, qualitative methods) to help inform organisational decision making	X	X
Demonstrable experience of analysing and critically assessing evidence from primary data, academic literature, expert opinion and lived experience	X	X
Of producing research and insight reports, summaries, forming conclusions and making recommendations	X	X
Of translating complex information into accessible forms suitable for non-academic audiences including high quality outputs, such as reports, summaries and oral presentations	X	
Of assessing and/or adopting emerging digital and AI-supported insight tools responsibly and effectively	X	X
Of facilitations to support collaborative insight generation stakeholder groups.	X	

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

	Method of assessment	
	Shortlist	Interview
Of using research and insight software or digital tools	X	
Of supporting people to act on insight to improve their practice or policy	X	
Of commissioning and coordinating external suppliers to agreed budgets and objectives	X	
Of working with people with lived experience, in a collaborative, sensitive and empathetic way	X	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Strong interpersonal skills with the ability to work across teams, collaborate effectively with colleagues at all levels and develop effective relationships	X	X
Strong verbal and written communication skills including the ability to communicate complex ideas concisely to a range of audiences in different formats that are engaging and digestible (reports, briefings, presentations)	X	
Confidence in using data and digital tools	X	
Flexibility to balance competing pressures and priorities to provide a high-quality responsive service	X	X
Demonstrable ability to build collaborative relationships based on trust, support and challenge that value diverse expertise, insights and perspectives	X	X
Strong facilitation skills to support collaborative insight generation stakeholder groups.	X	

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

	Method of assessment	
	Shortlist	Interview
Project management skills, with an ability to plan for multiple projects, timed outputs and interdependencies across the organisation	X	
Excellent facilitation skills including workshops, focus groups and training with a range of stakeholders, including people affected by breast cancer	X	

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Good understanding of the key themes and approaches to research, insight generation and knowledge mobilisation	X	

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

	Method of assessment	
	Shortlist	Interview
Knowledge of current issues in health care and understanding of improvement	X	
Knowledge of lived experience and involvement principles	X	
Some understanding of the role of evidence and insight in changing policy and practice, at a local and national level	X	
An undergraduate or postgraduate degree with a research skills component or other relevant qualifications	X	

Role information

Key internal working relationships

You'll work closely with the following:

- Research, support and influencing teams, in particular: policy, evidence and influencing, services, public health, nursing, healthcare professional engagement and health information, and research
- Data insights team
- Impact and evaluation team

Key external working relationships

You'll work closely with the following:

- Breast Cancer Voices and people affected by breast cancer (internal and external)

General information

Role location and our hybrid working model	<p>This role can be based in our London or Sheffield office. Our hybrid working model also allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p> <p>or</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p>
Salary range	<p>The salary range for this role is:</p> <p>£41,000 to £45,000 if London based £37,000 to £41,000 if Sheffield based</p>
Induction	<p>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.</p>
Hours of work	<p>35 per week, Monday to Friday</p>

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, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. 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.