



RECRUITMENT PACK

SENIOR SUPPORT SERVICES MANAGER

JO'S CERVICAL CANCER TRUST





Dear Applicant,

Thank you for requesting further information for our Senior Support Services Manager role

Please find enclosed the below information which you should read thoroughly before starting your application:

- A full job description & person specification
- Additional Information

Closing date: 30th December, 2021.

Virtual Interview: 1st Interview: 10th January, 2022. / 2nd Interview: 13th January

If you would like to apply for this role please email your CV and a covering letter to recruitment@jostrust.org.uk

If you do not hear from us within 2 weeks of the closing date, please assume you were unsuccessful on this occasion.

Please note that we reserve the right to close this post early, should we receive a high volume of applications.

Thank you for the interest in working for Jo's Cervical Cancer Trust

The HR Team



Job Description

Job Title: Senior Support Services Manager	Location: Home based / Office Borough, London
Hours: 37.5 Hours per week / Part-time Considered	Duration: Permanent
Responsible To: Head of Support Services	Responsible For: 3 FTEs
Works With/Key Contacts: Internal Team, external stakeholders	Salary: £35000 - £37000

Dear candidate,

This is an exciting time to be joining Jo's Cervical Cancer Trust. Our vision, the day when cervical cancer is a thing of the past, is getting closer as a result of the success of the HPV vaccination programme. Our mission remains to reduce the impact for everyone affected by cervical cell changes and cervical cancer. We will continue to provide the highest quality information and support, and campaign for excellence in cervical cancer treatment and prevention, for as long as we are needed.

You would join us as we start out on the path to developing our next long-term strategy. We are an ambitious charity, and I look forward to working with the successful candidate as we set out on this next chapter.

So if you feel you have the passion and energy to make this happen, and you share and demonstrate our values in your work and attitude, we would love to have you as part of our team.

Best wishes, Sam

Samantha Dixon

CEO



Background information

Jo's Cervical Cancer Trust (www.jostrust.org.uk) is the UK's leading charity dedicated to those affected by cervical cancer and cell changes (abnormalities). The charity was established in 1999 by James Maxwell following the death of his wife Jo, aged 40, from cervical cancer.

Since then we have provided advice and support to thousands of women and their families.

We offer a range of online and face-to-face support and information including: information materials, a free helpline, online forum, national and regional support days and an 'ask the expert' service. Cervical cancer is one of the most common cancer amongst young women (under 35) in the UK and Europe.

Two women a day in the UK will die from cervical cancer whilst over 3,000 women are diagnosed each year. In addition, some 220,000 a year are told they may have a cervical abnormality that may require treatment. Thanks to the NHS Cervical Screening and HPV vaccination programmes cervical cancer is a largely preventable disease. However, for those affected, the impact of cancer on a woman's life and that of her family cannot be overstated.

In recent years awareness of our work and cervical cancer has grown significantly with annual income from £288k to £1.8m. The staff team has also significantly grown to 23 enabling us to reach more women than ever before.

Over the past few years our work has been recognised a number of times including winning a prestigious GSK IMPACT Award, Best Communications Campaign at the Third Sector Excellence Awards and a Plain English Osborne Memorial Award for our website, we have also achieved Investing in Volunteers accreditation.

Overview of the role

The Senior Support Services Manager leads our highly successful Support Services team. The team run our frontline support services which provide direct support to over 7,800 women and people with a cervix this year alone. We are looking for a motivated, person-centred individual with strong line management experience, an eye for innovation and adept at problem-solving.

You will have overall responsibility for all of our support services, including our Helpline and adjoined email service, Ask the Expert service, 1:1 service for those affected by cervical cancer, support events and Forum. In this role you will ensure that our support is as effective and efficient as possible, delivering the very best for those who need us from first cervical screening to living beyond cancer. The ideal candidate will be constantly looking for ways to improve our existing services, as well as identifying gaps in the services available both internally and externally. Above all you will be passionate about the work and ambition of Jo's Cervical Cancer Trust and share, and demonstrate our values, in all you do.



As well as having responsibility for the team, (5) you will also develop and maintain relationships with a range of other stakeholders including clinicians and health care professionals, service providers, volunteers and our community. The post holder will also be expected to contribute to the development of our strategic plans for the future of both the department and the wider organisation, as well as overseeing the department's budget.

The ideal candidate will be a self-motivator who can work effectively independently, and in leading a team. With an empathetic nature, they will be approachable with strong project management skills and excellent attention to detail.

Key tasks and responsibilities	
Support Services	<ul style="list-style-type: none"> • Overall responsibility of all support services currently offered, which include, an increasingly busy Helpline, our online medical clarification service Ask The Expert, our 1:1 cancer support, email service, face to face events and online Forum. • Regularly review existing services to ensure they are reaching, and supporting, as much of our community as possible, while developing proposals to improve existing services or develop new services as and when identified. • Engage with our community to gain their views on our support services. • Provide regular reporting on support service statistics as well as written reports to relevant stakeholders, including the board of trustees. • Ensure the team are working towards the strategic one and five year organisational plans with a focus on the delivery of targets within these. • Produce the team's operating plan for the upcoming year. • Identify opportunities for partnership working with other charities or health bodies and manage those relationships. • Manage the support services expenditure budget. • Support other teams particularly the Communications team with case studies and the Fundraising team to report on grants and future opportunities for funding. • Provide cover for frontline support services as needed. • Oversee the delivery of virtual and in-person support events for our community affected by cervical cell changes or cervical cancer, including our annual Let's Meet event. • Ensure the needs of our Service delivery volunteers are identified and met.

<p>Management Responsibilities</p>	<ul style="list-style-type: none"> • Provide line management support to direct reports through regular supervisions, objective setting, and appraisals with a particular focus on personal development and succession planning. • Adherence to brand guidelines and policies including data protection and compliance. • On occasion, work outside of office hours or travel outside of your working base. • Work with other members of the charity on projects that may be outside of the role. • Abide by the charity's policies, practices and core values. • Support diversity and equality of opportunity in the workplace and with volunteers
<p>Wider Organisation Responsibilities</p>	<ul style="list-style-type: none"> • Provide training and support to other teams around dealing with difficult or emotional calls. • Advise the charity on supportive tone of voice and messaging. • Keep up to date with the latest in support services offering and developments. • Represent the charity at high profile stakeholder groups, including the UK Cervical Screening Programmes, offering patient perspective. • Act as a media spokesperson for the charity.
<p>What we're looking for</p>	<ul style="list-style-type: none"> • Significant line management and personnel development experience. • An understanding, and experience of, how to provide support within the third sector • A problem-solving approach. • Ability to plan – whether longer-term strategic planning or short-term operational plans and to deliver against the plan. • Ability to convey a level of confidence and professionalism when engaging with internal and external stakeholders. • An approachable individual, values-driven who believes in the vision and mission of Jo's Cervical Cancer Trust

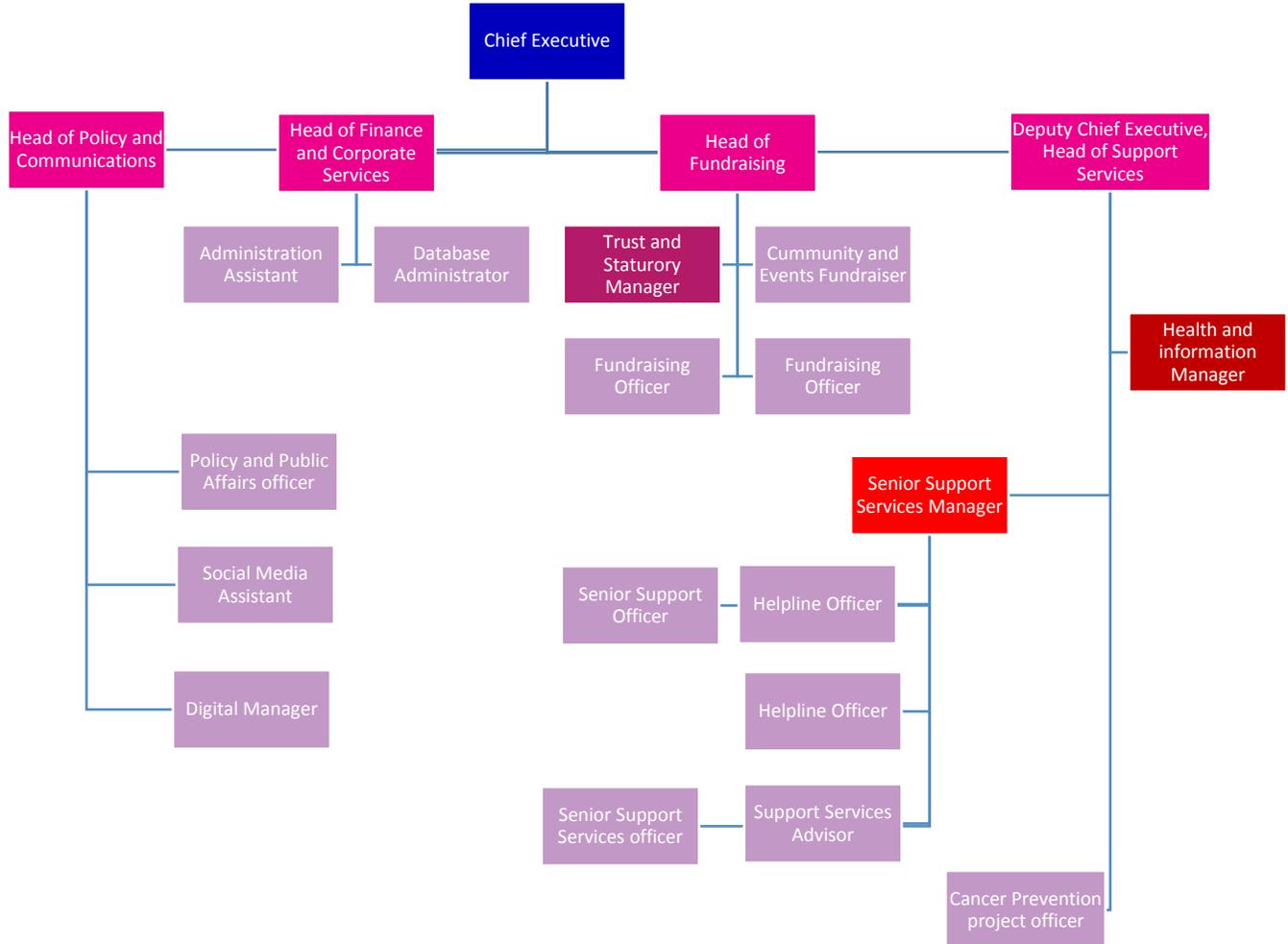


Person specification

Knowledge and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of working on and managing support services within the charity sector. • Strong managerial experience. • Experience of producing annual strategic plans. • Strong evaluation and reporting skills measuring performance and success. • Excellent verbal and written communication skills. • A self-starter with an ability to work independently and as part of a team. • Ability to work on multiple projects concurrently and to tight deadlines. • Warm, friendly and confident manner. • Excellent influencing and negotiating skills. • Passionate about the work of Jo's • Values-driven in approach. 	<ul style="list-style-type: none"> • Experience of managing and training volunteers. • Experience of using CRM system, e.g. Salesforce. • Experience of working with or managing a budget. • Confident speaker and facilitator, including during training delivery and as an organisational spokesperson • Experience of working with patients within a cancer community. • Experience of cervical cancer of cervical cell changes.



Position in Team





General Information

Jo's Cervical Cancer Trust is an equal opportunities employer and all employees are actively encouraged to contribute to the promotion of diversity

Values

Passion – With it we can achieve the extraordinary

Respect – We make every effort to understand and be considerate of the needs of others

Evidence – This underpins every decision we make

Collaborate – We can achieve our purpose by working together

Challenge – Through it we influence, generate changes and progress.

Working at Jo's Cervical Cancer Trust

We offer a pension contribution

Flexible working options are considered

Perkbox

Holiday entitlement is 25 days per annum (plus statutory bank holidays) pro-rated for part-time staff

Please note that all offers of employment require:

- References deemed satisfactory to the Charity
- Proof of eligibility to work in the UK



About the information we collect and hold

The table set out in Part A of 0 below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in 0 of 0 below summarises the additional information we collect before making a final decision to recruit, i.e. before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and those of our group companies, and third party agencies, service providers, representatives and agents as described above.

How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment.

Your rights to correct and access your information and to ask for it to be erased

Please contact our Data Protection Team, who can be contacted on datateam@jostrust.org.uk or 020 3096 8100 (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask Data Protection Team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our Data Protection Team will provide you with further information about the right to be forgotten, if you ask for it.



Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our Data Protection Team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint about the information we collect and hold

Part A

Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (ie address, home and mobile phone numbers, email address)	From you	Legitimate interest: to carry out a fair recruitment process	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome
Details of your qualifications, experience, employment history (including job titles and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process	To make an informed recruitment decision The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
Your name, contact details and details of	From you, in the completed	Legitimate interest: to carry out a fair	

your qualifications, experience, employment history and interests	application form and interview notes (if relevant)	recruitment process	
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Information regarding your criminal record	From you, in your completed application form	To comply with our legal obligations	To make an informed recruitment decision
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process Information shared with relevant managers, HR personnel and the referee

Part B
Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers <input type="checkbox"/>	From your referees (details of whom you will have provided)	Legitimate interest: to make an informed decision to recruit To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance	To obtain the relevant reference about you To comply with legal/regulatory obligations Information shared with relevant managers and HR personnel

		obligations and good employment practice	
Information regarding your academic and professional qualifications <input type="checkbox"/>	From you, from your education provider from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information <input type="checkbox"/>	From you and, where necessary, the Home Office	To enter into/perform the employment contract To comply with our legal obligations Legitimate interest: to maintain employment records	To carry out right to work checks Information may be shared with the Home Office
A copy of your driving licence <input type="checkbox"/>	From you	To enter into/perform the employment contract	To make an informed recruitment decision

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked '☐' above to us to enable us to verify your right to work and suitability for the position.

