



Shine Cancer Support

- Role Title:** Network Support Officer
- Responsible to:** Directors of Strategy, Partnership & Evaluation and of Operations & Training
- Location:** London. This position provides a mixture of work in London and home-based work, with regular travel across the UK including some overnight stays.
- Hours & salary:** 35 hours per week; £28 - £30,000 per annum. This is a 12-month fixed term contract with a two-month probation period.
- Holiday:** Pro-rata 28 days annual holiday during each holiday year (Including 8 days of public holidays)

Main purpose of the role: Contributing to the development and support of the young adult cancer community across the UK, and specifically:

- To support Shine's volunteer Network leaders across England and Wales to develop their Shine Networks, ensuring that they provide the best possible support to young adults with cancer.
- To research and develop new Shine Networks across the UK, increasing the opportunities for young adults affected by cancer to access support.
- To provide insight, support and training to our Network leaders on issues such as community building, outreach, and fundraising.
- To maintain regular contact with our Network leaders and, where appropriate, other volunteers, and to develop an annual training plan as well as calendar of regular support visits.
- To work with the Directors to ensure Shine Cancer Support can achieve its strategy, goals and targets by supporting young adults with cancer across the UK.

Key Responsibilities

As required by the Directors, including, but not limited to, the tasks below.

1. Supporting Shine's volunteer Network leaders

- Plan and deliver regular visits to Shine Networks across the country, providing updates on how local plans support national work, and providing relevant assistance.
- Develop a system of regular communication (in person and virtual), providing regular support to Shine's Network leaders. Support will be focused on ensuring that:

- Networks have an active database of Shine members as well as healthcare professionals and organisations;
- Networks are consistently engaging with their communities to deliver relevant activities and events and that they have the materials and support required.
- Ensure that events and the overall success of the Networks are evaluated on a regular basis.

2. Developing new Shine networks

- In collaboration with Shine's Directors and volunteers, identify regions across the UK for the development of new Shine Networks.
- Carry out local research to identify the existing gaps in the provision of support to young adults with cancer, and make relevant in-person connections and linkages with NHS bodies, cancer support centres, and other healthcare professionals.
- Support volunteers to develop Shine Networks. This will involve in-person and remote support, building our online database, and ensuring that relevant promotion events and activities take place.

3. Developing and delivering relevant training

- Assess the training needs of Shine's Network leaders and develop a relevant support and training offer; this will be a combination of written and online resources, as well as short training workshops.
- Develop and curate Shine's online repository for knowledge sharing and knowledge management among Network leaders.
- Work closely with Network leaders to develop their individual expertise and training, ensuring that the knowledge and experience of the leaders is shared between them.

4. Outreach and workshop delivery

- In collaboration with Shine staff, volunteers and Directors, identify opportunities and locations for workshops for healthcare professionals (and relevant other organisations and professions) that can support the strengthening and expansion of Shine's work across the UK.
- Assist in the design and delivery of these workshops.
- Where relevant, attend meetings, conferences and other symposia to increase knowledge of Shine's work and the need for tailored support for young adults with cancer.

Key skills and experience:

Essential

- Excellent knowledge of written and spoken English.
- Knowledge and experience of working with communities built around shared challenges.
- Experience of identifying training needs and delivering training in a variety of formats.
- Ability to deliver presentations and workshops in a well-structured and engaging fashion.

- Excellent IT skills, including solid knowledge of Word and Excel.
- Good time management and the ability to organise and manage own workload. This is particularly important, as this position requires regular travel and working from home.
- Ability to empathise with and support people living with significant health concerns.

Desirable

- Experience of using social media to grow audiences, including Facebook, Twitter and Instagram.
- Experience of working with and supporting volunteers.
- Experience of managing projects remotely, including using tools such as Trello and/or Asana.
- Understanding of the charity sector and the way in which small charities operate.

Key approaches:

- Respectful of the confidentiality of beneficiaries and the ability to work within charity law and governance structures.
- A flexible approach that enables working within a small but growing charity and our emerging priorities.
- Ability to relate to both our volunteer Network leaders and our beneficiaries, and to respond empathetically to difficult personal situations.
- Maintain good relationships and communications with all stakeholders.
- Be prepared to have progress assessed regularly and be appraised annually.
- Willingness to travel across the UK, as well as the ability to work weekends and evenings where required (Shine provides time off in lieu of other hours worked).
- Willingness to work as part of a small team spread across the UK; this requires good communication skills as well as the ability to be flexible in the approach to work.