



Director of Support,
Policy and Insight

Introduction from the Chief Executive

I'm delighted you're considering joining us at Tenovus Cancer Care. We hope this pack will help you understand a little bit more about what it's like to work here and the impact you can have.

As Wales' leading cancer charity, at Tenovus Cancer Care we are widely recognised for the quality of our support and care we provide, as well as the research we have funded for the past 50 years. We have a long and distinguished history and we bring treatment, expert advice and support to where it matters most; the heart of the community. Each day, we're making a difference to people's lives.

The Covid-19 crisis has had a profound impact on Tenovus Cancer Care. Our income has been reduced, our research programmes have been disrupted, and at the same time, demand for advice, our services and information continues to rise. This is therefore a pivotal time to be joining us, and this role offers enormous scope for delivering impact across our organisation. As our Director of Support, Policy and Insight, you will be responsible for managing all resources in this new directorate and will provide dynamic and strategic leadership to staff and volunteers.

An experienced strategic leader, you will bring expert knowledge of healthcare in Wales, particularly in the organisation and delivery of cancer services, and bring experience of policy, evidence and information in a healthcare environment. Your experience of managing the delivery of a range of health-related services to a geographically diverse population will be important here as will evidence of your ability to develop ways to improve operations and to create new opportunities.

Tenovus Cancer Care is an inspirational place to work, the pride and passion of its people is second to none. You will be joining a supportive and committed team of people. We are a truly inclusive employer and are looking for people who understand our context, bring the skills and experience we are looking for and are driven by a desire to support the people in our community. You may currently be working in the charity sector, government, the NHS or the commercial sector. Wherever you are, if this excites you and you share our ambition, our vision and have the experience we are seeking, we'd love to hear from you.

Judi Rhys MBE
Chief Executive



Dealing with cancer can be frightening and stressful. We're Wales' leading cancer charity, with a long and distinguished history and are widely recognised for the quality of our support, care and the research we have funded. We bring treatment, expert advice and support to where it matters most; the heart of the community. We care about our community and being there for cancer patients and their loved ones when and where they need us most. We are working hard to ensure that the voice of all those affected by cancer is heard loud and clear, and acted upon.

A sense of community and looking after people has always been at the heart of our story. So, we don't just feel proud and privileged to be able to make a real difference for people affected by cancer. The feeling you get with us is that we're a really friendly and inclusive bunch of people who support each other in positive ways to do well too. We're people who share the same values, we're there for each other and we like being together.

Vision

We want a future that gives anyone affected by cancer, in Wales and beyond, the best access to the treatment and support they need. A future that reduces the impact of cancer, gives people hope and help them to live their best lives.

Mission

To give hope, help and a voice to anyone affected by cancer, in and around the community. We empower people through our support and services. We champion their needs by campaigning for better treatments, outcomes and health across the nation. And we bring hope through influencing and working for advances in cancer research.

Values

We're not one of those organisations whose values just exist on a bit of paper. We live our values every day and they're integral to who we are and how we work.

- Respectful

We listen to the voices of people affected by cancer and respect everyone's right to receive the best care, whoever they are, wherever they live.

- Creative

We think and do things differently, but not just for the sake of it. We find creative, innovative solutions and we love to sing!

- Supportive

Being supportive is part of who we are. We support people with cancer and their loved ones, within their own communities.

- Inspiring

We're inspired by the people and communities we support and do our best to inspire others.

- Bold

We're not afraid to do things differently or find better ways of doing things. We'll explore new opportunities and face new challenges to reach our goals.

Strategic Aims

1. To provide cancer support, information and services that empower and encourage people, helping them to have an improved quality of life.

- We will ensure more people affected by cancer have access to and directly benefit from a wider range of effective support services in Wales, no matter who they are or where they are.
- We will increase the number of beneficiaries accessing our services both locally and nationally in Wales, particularly those who have not engaged with us previously.
- We will strengthen our data collection and analysis so that evidence of need and impact lie at the heart of all that we do.
- We will develop our suite of support services into a more integrated model, led by the needs of people affected by cancer in Wales.
- We will offer an increased range of local engagement options making it easier for those living with cancer to engage with us on their doorstep.
- We will continue to seek out partnerships and collaborations with all sectors in order to increase the impact of our work.
- We will increase the number of volunteers to help us provide more services, both locally and nationally in Wales.

2. To work alongside people affected by cancer to champion their needs, raise awareness of the issues faced and campaign to bring about change, at a national and community level.

- We will, through our policy and influencing work, ensure the voice of all those affected by cancer in Wales is heard.
- We will put policy at the core of everything we do, using it as the driver for service development and delivery.
- We will use the data, insight and intelligence we gather to prioritise our policy work, at both a national and community level.
- We will mobilise people affected by cancer to become agents for change.

3. To gain insight into the issues affecting people with cancer and to help make sure cancer research positively affects cancer outcomes and experiences.

- We will invest more in gathering evidence of the needs of people affected by cancer in Wales, in order to target our resources where we can have the greatest impact.
- We will work with and through our supporters and people affected by cancer in Wales, to review the performance of local health boards, better understand variations in local service provision, and establish a robust patient-focused evidence base.
- We will carry out an evidence-based review and refresh of our local presence and how we work locally.
- We will continue to support our research community, while helping to make sure government properly invests in the best cancer research.
- We will get better at demonstrating our impact and effectiveness.

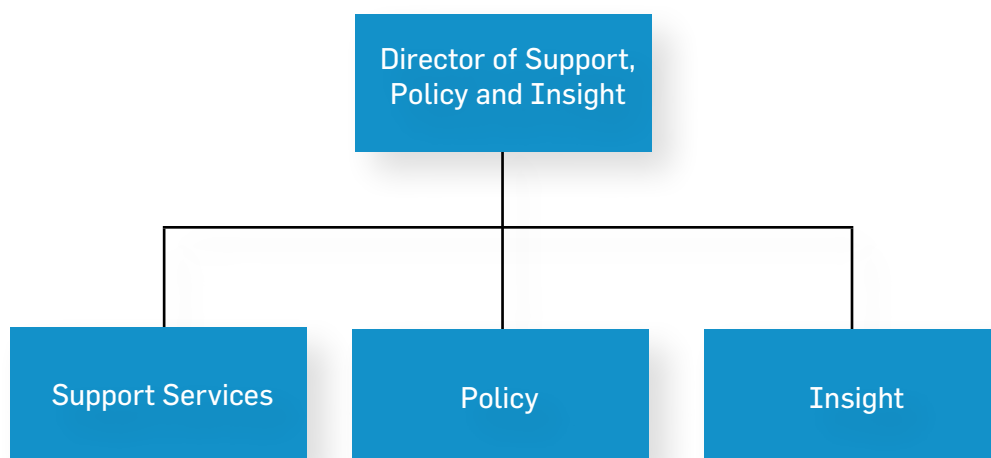
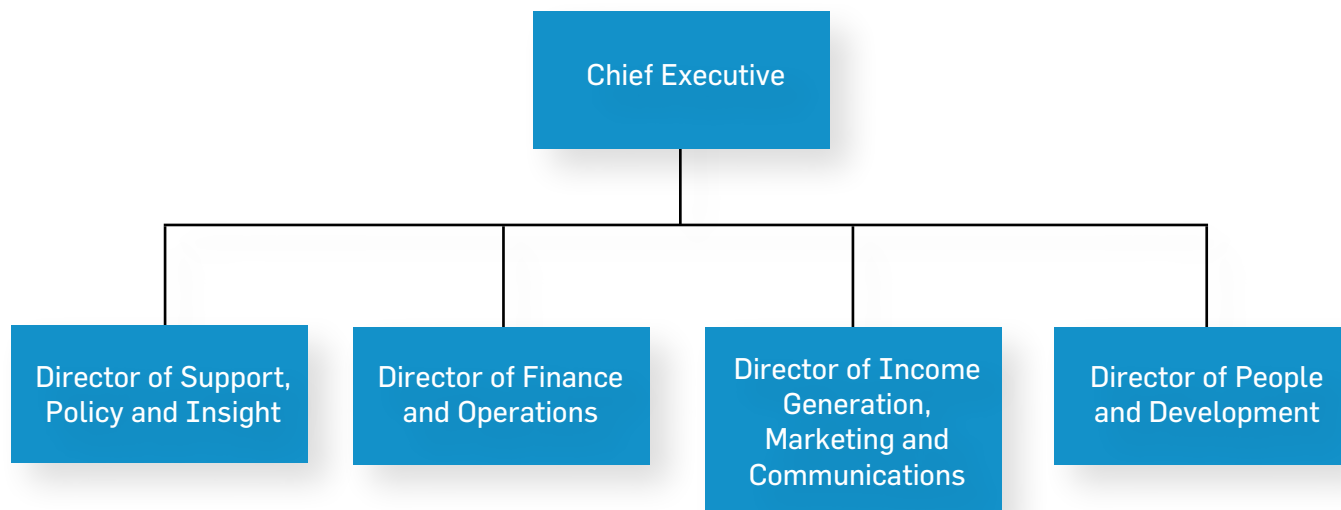
4. To be an effective, resourceful, proactive charity where every staff member and volunteer is dedicated to the work we do in supporting people affected by cancer.

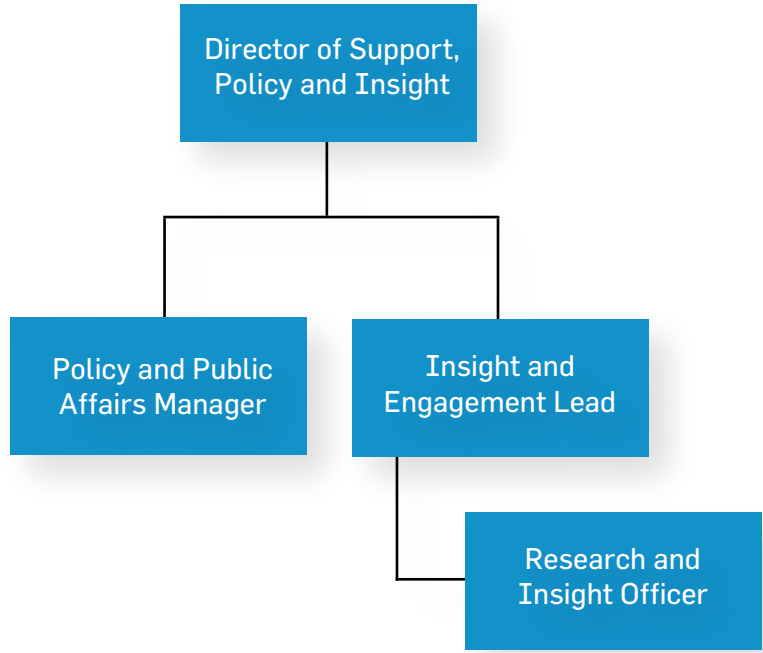
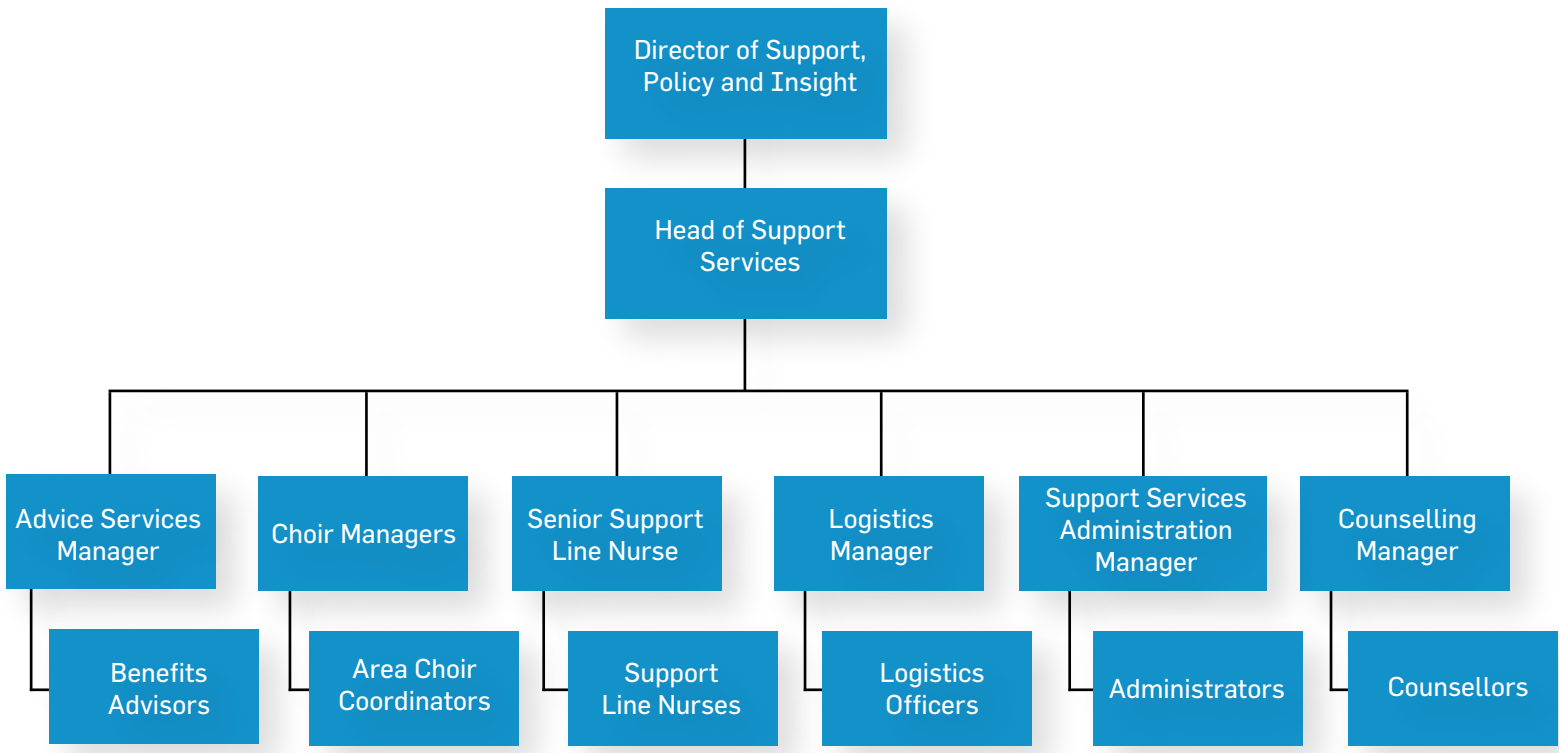
- We will ensure our culture and values are a lived experience, and lead by compassion within an environment of trust, integrity and open communication, where the views of people matter and make a difference.
- We will ensure the health, safety and wellbeing of our staff and volunteers is an organisational priority.
- We will identify, attract, and recruit the right people with the right skills and attitude which reflects the communities we serve.
- We will make Tenovus Cancer Care a meaningful and attractive place to volunteer by providing an enriching volunteer experience.
- We will grow the number of people who volunteer with us.
- We will offer more volunteering options and develop volunteering roles, allowing us to engage with new volunteer audiences and attract volunteers from a variety of backgrounds, making it easier for people to engage with us on their doorstep.

Our Governance

The Director of Support, Policy and Insight is part of the Senior Leadership Team which comprises our Chief Executive, Director of Finance and Operations, Director of Income Generation, Marketing and Communications and Director of People and Development.

The current structure of the Senior Leadership Team is below:





Job Description

Job Title: Director of Support, Policy and Insight

Department: Support, Policy and Insight

Accountable to: Chief Executive

Location: Head Office in Cardiff / homeworking

Role purpose:

The Director of Support, Policy and Insight is a key member of the Leadership Team. They will contribute to the implementation of the overall charity strategy of Tenovus Cancer Care, with particular responsibility for our suite of support services, our growing policy and public affairs function, and our insight and engagement work.

We are seeking a high-energy, confident leader who can build on our strong foundations to create change at pace. You will have the intellectual rigour to ensure that we are working from an evidence-based position, helping us join up opportunities for greater collaboration between services, policy and insight, and our marketing and fundraising teams.

You will provide inspirational leadership to the teams under your management and will work to build a culture of joint working that maximises current and future opportunities. As a member of the Leadership Team the Director of Support, Policy and Insight will work with the other senior leaders to shape the strategic direction of the charity and ensure that its aims and objectives are delivered through an integrated service.

Main Duties and Responsibilities

1. Strategic

- The Director of Support, Policy and Insight will manage all resources in this new directorate and will provide dynamic and strategic leadership to staff and volunteers by working collaboratively and effectively with all internal and external stakeholders.
- Will work with the CEO to develop business plans and policies for the charity which support the highest standards.
- Implement and develop innovative progressive and sustainable services to meet current and future demands.
- Promote and support working in partnership internally and externally to benefit patients, their families, those at risk of cancer, those undergoing treatment, and survivors.
- With the CEO, develop the policy and public affairs function to respond to the needs of our beneficiaries.
- Lead the work of our insight and engagement team to ensure that all activities are evidence based and meet the needs of our beneficiaries.

2. Support

- Participate in commercial negotiations with Health Boards and private sector organisations for the delivery of services and the development of activities that support the wider economic development of Tenovus Cancer Care.
- Source and secure new relationships in the public and private sectors to support the development and sustainability of our patient care and support services.
- Optimise the use of technology to increase efficiency and effectiveness, including the reduction in transaction costs for service delivery.
- Actively engage in, and support, the wider performance management and business improvement process by providing technical expertise to appraise alternative service support or delivery models.
- Provide innovative, focussed, professional leadership and strategic direction to ensure targets are continuously met or exceeded.

3. Policy

- To develop and lead the policy and public affairs programme for Tenovus Cancer Care.
- Develop campaigns to bring change for those affected by cancer that meets our strategic aims.
- To increase visibility of cancer-related issues through influencing and lobbying, primarily in Wales.
- To develop and manage a cohort of volunteers to brief and influence on behalf of the charity.
- Develop comprehensive, evidence-based policies, statements and key messages on key cancer issues.
- Develop balanced evidence-based responses to identified external consultations.
- Provide quick key messaging and policy positions in response to media requests.
- Develop and maintain effective relationships with key stakeholders including politicians and their support staff, Healthcare Professionals and partner organisations
- Horizon scan for relevant external policy developments which give Tenovus Cancer Care the opportunity to extend its influence in Wales, the UK and beyond.
- Work with key external organisations to ensure a joined-up approach to policy positioning and lobbying.
- Provide support and expertise relating to policy issues across the whole organisation.
- Raise the profile of the charity's policy agenda among staff and volunteers.

4. Team and People Management

- Lead, manage, inspire and develop the Support, Policy and Insight team, promoting a positive, inspirational and can-do culture, encouraging cross team working and initiative.
- To effectively manage the performance of the Support, Policy and Insight directorate, ensuring they are working to agreed objectives, delivering agreed outcomes and that they receive appropriate support.
- Develop annual strategic aims, objectives and KPIs for all direct reports and their teams.

5. Senior Management & Organisational Responsibilities

- As a member of the Leadership Team, promote a positive and inspirational organisation wide culture.
- Produce timely and accurate reports for Leadership Team, the Board of Trustees and the CEO.
- Ensure regulatory compliance with internal policy and procedure alongside external requirements
- Have sufficient knowledge of the charity and the wider field of cancer care to act as a spokesperson for the charity across all media formats and with key stakeholders and policy makers.

6. Financial & Resource Management

- Manage the financial resources of the directorate to maximise financial performance whilst maintaining high standards of service.
- Set annual budgets for the directorate and ensure they are managed effectively throughout the year in order to maximise income and control costs.
- Work closely with the CEO and Director of Finance to assess business risk and continuity planning.

Knowledge and Experience

- Expert knowledge of healthcare in Wales, particularly in the organisation and delivery of cancer services.
- Excellent knowledge of health policy in Wales, with demonstrable experience of engaging and influencing at the highest level.
- Knowledge of the current challenges and opportunities relating to the mission of the charity, particularly in relation to the needs of the population of Wales.
- Proven ability to work cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance organisational effectiveness.
- Experience of engaging and influencing a variety of audiences and stakeholders.
- Experience of managing the delivery of a range of health-related services to a geographically diverse population.
- Experience of managing diverse teams.
- Experience of managing budgets, including planning, forecasting and analysing performance.
- Demonstrable experience of developing evidence-based approaches in providing effective services that meet the needs of beneficiaries.
- Desirable – Experience of working in or with non-profit/voluntary organisations.

Skills and Abilities

- Ability to lead, inspire, motivate, and develop teams. Positively influence others to achieve results that are in the best interests of the charity.
- Highly developed management skills that lead to motivated teams that cooperate and work together across functions.
- Communicate effectively with the ability to speak, listen and write in a clear, thorough and timely manner using appropriate and effective communications tools and techniques.
- Creative and innovative with the ability to develop ways to improve operations and to create new opportunities.
- Excellent analytical skills and ability to provide timely, relevant and accurate reports.
- Ability to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the charity and inspire support.
- Ability to assess and manage complex budgets.
- Demonstrable commercial acumen and sound understanding of internal controls and business principles.
- Ability to analyse and interpret data at strategic and operational level for use across the organisation.
- Ability to prioritise workload and work effectively.
- Ability to negotiate at a senior management level.
- The ability to work creatively as a member of a team bringing out the best in people, whilst actively leading.
- Desirable – Ability to speak Welsh.

Style and Behaviours

- Demonstrable passion and commitment to Tenovus Cancer Care's mission and values.
- Collaborative attitude and seeks to motivate teams.
- A positive, hands-on 'can do' attitude, with energy and enthusiasm for the cause.
- Commitment to Tenovus Cancer Care's EDI principles.

Terms of Appointment

Salary	The salary for this role is £65,000 - £70,000 per annum on a full-time permanent basis.
Location	This role will be based at our Head Office in Cardiff, with home working available.
Pension	Our pension scheme is a group personal pension with Aegon. Currently Tenovus Cancer Care pay 4% in and employees pay 5% in. We do not opt in new starters until they have worked 3 months with us. Once opted in, employees will receive a welcome pack from Aegon. Employees can make an additional voluntary contribution (AVC) change at any time to increase their pension contributions.
Annual leave	We know it's important to have extended leisure time away from work. We're pleased to offer a competitive annual leave allowance of 35 holidays' a year inclusive of Bank Holidays all pro-rata'd for part time staff. We also add extra holidays for our staff at long service milestones as well as an option for staff to buy additional holidays across the year.
Working hours	Our full time staff are contracted to work 35 hours per week (7 hours per day). We recognise that an increasingly diverse working population means that more people require and expect enhanced flexibility to help them balance their lives at work and at home and manage a range of different caring responsibilities. Therefore, we take an agile approach to working hours between 7am to 9pm with core hour coverage between 11am-3pm. We also offer a range of Family Friendly policies such as flexible working that many of our staff benefit from.



How to Apply

If you have questions about the appointment process, please email joelle.prins@starfishsearch.com.

To make an application, please go to <https://starfishsearch.com/jobs/tenovus-director-support-policy-insight/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date:	Friday 10th December 2021
Preliminary interviews with Starfish:	w/c 10th and 17th January 2022
Interviews with Tenovus Cancer Care:	w/c 31st January and w/c 7th February 2022

