

**BREAST
CANCER
NOW**

**CANDIDATE PACK
CHIEF SUPPORT OFFICER**



WELCOME

Thank you for your interest in joining Breast Cancer Now as our next Chief Support Officer.

Breast Cancer Now exists because breast cancer changes lives every day. We are here with life-changing support now, so no one has to face breast cancer alone, while funding world-class science and campaigning for better awareness, earlier diagnosis and access to the best possible treatment and care. Our ambition is clear: by 2050, everyone diagnosed with breast cancer will live and live well.

This is an important moment for Breast Cancer Now. We have a strong sense of purpose, talented and committed colleagues and an ambitious strategy for the future. We also know that achieving that ambition requires us to keep improving how we deliver our support, public health and influencing work, making the most of our expertise and reaching more of the people who need us most.

That is why this role matters so much.

As Chief Support Officer, you will be a key member of our Senior Leadership Team and a close partner to me. You will lead an integrated directorate spanning support, public health, inclusion and awareness, and policy, evidence and influencing. You will bring together clinical, service and policy expertise and turn it into high-quality delivery and greater impact for people affected by breast cancer.

I am looking for a leader who is comfortable moving from strategy into action. Someone who can bring clarity to complexity, make good decisions at pace and create the conditions for teams to deliver brilliantly. You will need to be highly organisational, confident leading at scale and willing to make clear choices about where we focus our resources, what we do differently and how we extend our reach.

This is also a role about people. I want the successful candidate to build confidence, trust and momentum across the directorate; to support and develop its leaders; and to create a culture in which people feel clear about what is expected of them and empowered to do their best work.

We are particularly interested in how you have led significant change in complex services or organisations. We are open-minded about sector background: what matters most is the scale and quality of your leadership, your experience improving delivery and services, and your ability to translate ambition into practical, measurable change.

Most importantly, I am looking for someone who shares our commitment to the people we exist for. Their experiences and priorities must shape our services, our public positions and the choices we make. We have an opportunity to broaden our reach, particularly among people who are currently underserved, and I am excited about what the right leader could help us achieve.

This is a significant leadership opportunity at an important point in Breast Cancer Now's journey. I hope this pack gives you a sense of the scale of the role, the challenges we are seeking to address and the difference you could make.

Thank you again for considering this opportunity. We look forward to hearing from you.

Claire Rowney
Chief Executive
Breast Cancer Now



ABOUT US

We're Breast Cancer Now, the UK's leading breast cancer charity. And we're combining the power of science and support to change breast cancer. Now.

We're funding world-class science now, so no one dies of breast cancer in the future. We're here with life-changing support now, so no one has to face breast cancer alone. And we're running groundbreaking campaigns now – for better awareness, quicker, earlier diagnosis and access to treatments.

We've been making change happen for over 50 years, and we're not stopping now. Because we have a bold vision: that by 2050, everyone with breast cancer will live and live well.

Every year, breast cancer changes the lives of thousands of people across the UK. We provide trusted information, connection and support to people affected by breast cancer; work with healthcare professionals and healthcare teams to improve care; develop public health initiatives that address health inequalities; and advocate for change through policy, evidence and influencing.



OUR STRATEGY: CHANGE HAPPENS NOW

In 2025, Breast Cancer Now launched its new five-year strategy, Change Happens Now, setting out how the organisation will go further and faster in delivering impact for people affected by breast cancer.

The strategy is focused on three ambitious goals:

- Quicker, earlier diagnosis to save and improve lives.
- Ensuring everyone receives the best possible care and support.
- Driving the development of new and better treatments that pave the way for cures.

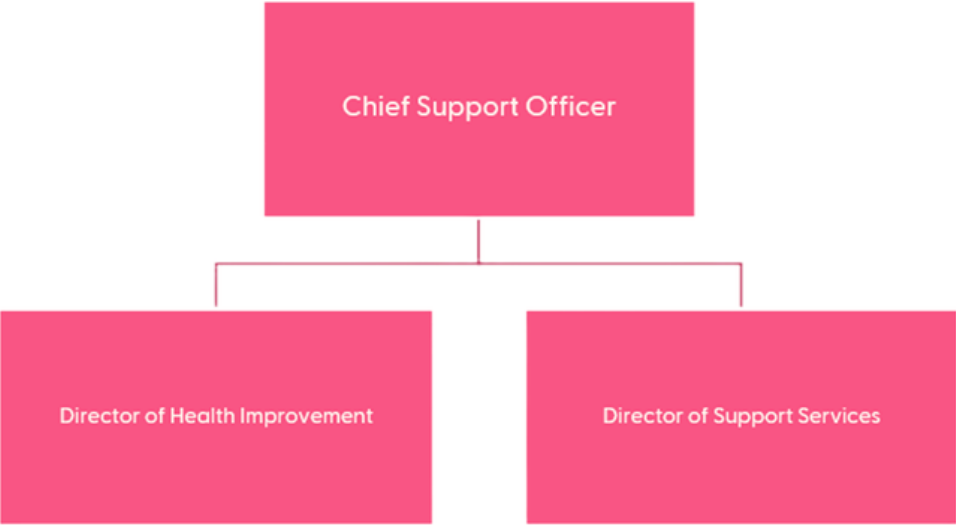
For the Support & Influencing directorate, this means improving the reach, quality and impact of our services and public health work, while using evidence and influence to improve the experience of people at risk of, diagnosed with and living with breast cancer.

OVERVIEW OF THE DIRECTORATE

The Support & 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. The public health, inclusion and awareness team develops and delivers public health initiatives, ensuring our work addresses health inequalities and is representative and inclusive. Through our policy, evidence and influencing team we advocate for change, standing alongside people affected by breast cancer.

The Chief Support Officer will lead the directorate as part of the Senior Leadership Team, reporting to the Chief Executive.



WHY JOIN BREAST CANCER NOW?

This is an opportunity to join one of the UK's leading health charities at a significant point in its journey, with a clear opportunity to strengthen delivery, broaden reach and improve outcomes for people affected by breast cancer.

- Lead a high-profile, mission-critical portfolio spanning support, public health and influencing.
- Shape how Breast Cancer Now reaches and supports more people, particularly those who are currently underserved.
- Lead significant operational and service change across a complex, high-volume offer, including digital and helpline services.
- Work closely with the Chief Executive, Deputy CEO, Senior Leadership Team and Board.
- Bring together clinical, service, public health and policy expertise to increase organisational impact.
- Develop and support a strong directorate leadership team and build confidence, clarity and momentum.
- Represent Breast Cancer Now with senior stakeholders across government, the NHS, professional bodies, funders, partners and the media.



JOB DESCRIPTION

Job title:	Chief Support Officer
Reports to:	Chief Executive
Directorate:	Support & Influencing
Direct reports:	Director of Support Services, Director of Health Improvement.

ROLE PURPOSE:

Our vision is that by 2050 everyone diagnosed with breast cancer will live and live well. The Chief Support Officer is the leader who makes sure that promise holds true for every person, at every stage. As part of the senior leadership team (SLT) for Breast Cancer Now you will report to and work alongside the chief executive. You will lead an integrated approach to our support, public health and influencing offer, developing and delivering all aspects of support and influencing, and you will be accountable for our clinical work internally and externally, for face-to-face and specialist support services across the UK, and for policy and public affairs activity.

Working with the chief executive and SLT, you will shape Breast Cancer Now's future, ensuring sustainability, impact and growth, and the highest standards of support and influencing delivery. You will bring clarity and conviction to the choices that matter, making decisions quickly, prioritising with discipline and driving change at the pace the people we exist for deserve.

You will provide inspiring strategic leadership for high quality, impactful support and information for people affected by breast cancer across the UK, through a wide range of services. You will be a compelling communicator of that work, able to move and persuade colleagues, trustees, clinicians, policymakers, funders and the public alike. You will lead the public health, inclusion and awareness team in our public health initiatives, which include raising the understanding of breast cancer (including through our Touch Look Check messaging) and communicating to the public the importance of early diagnosis and prevention.

You will be responsible for driving significant growth, increasing the reach and uptake of our services, and maximising our impact, so that we improve the physical, mental and emotional wellbeing of people affected by breast cancer. You will also influence the areas most critical to system change, improving the experience of people who are at risk of breast cancer, being diagnosed and treated, and living with breast cancer.

Working in close partnership with the Deputy CEO, you will help identify, prioritise and deliver the UK and global partnerships that extend our reach, bringing the clinical, service and policy expertise of your directorate to the table, and making sure that what we agree with partners is delivered brilliantly and translates into better support, better care and better outcomes.

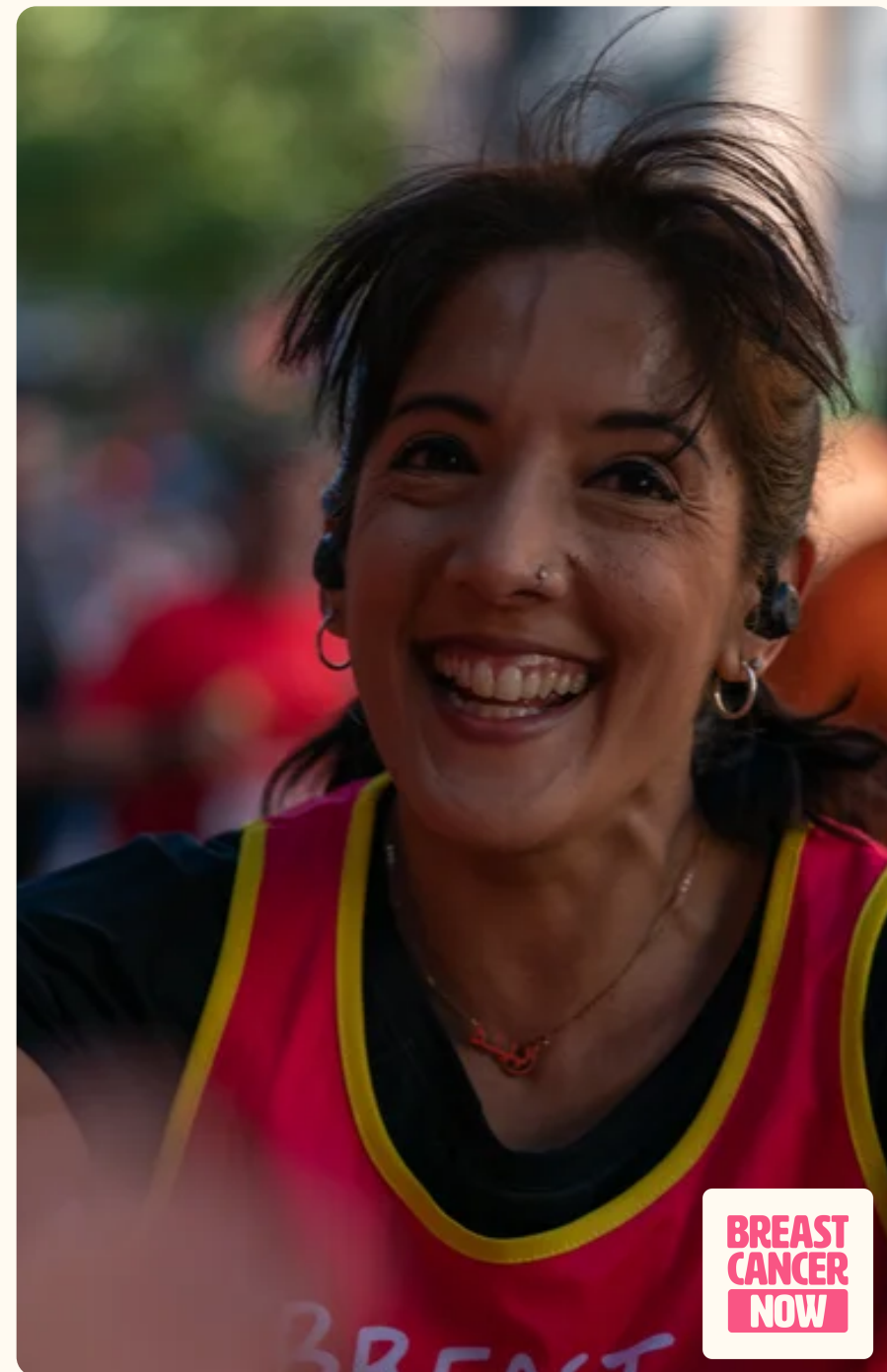
KEY ROLES AND RESPONSIBILITIES:

STRATEGIC LEADERSHIP

- As a member of the executive team, contribute to the development and delivery of the organisational strategy, taking collective responsibility for performance, culture and financial sustainability.
- Set the strategic direction for support, policy and influencing, and public health, inclusion and awareness, making sure these functions work as a coherent whole rather than in parallel, with clear priorities and a shared sense of urgency.
- Ensure the experiences and priorities of people affected by breast cancer shape strategy, service design and public positions, with meaningful involvement built in from the start rather than added at consultation stage.
- Act as a senior and persuasive spokesperson, representing the charity with government, the NHS, professional bodies, funders, partners and the media, and using that platform to shift the debate in favour of people affected by breast cancer.
- Report to the Chief Executive and provide assurance, papers and advice to the Board and relevant committees.

INSPIRING LEADERSHIP, COMMUNICATION AND DELIVERY AT PACE

- Set a clear and compelling vision for support, public health and influencing, so that every colleague understands what we are here to achieve and the part they play in it.
- Lead visibly and generously, creating the conditions for teams to do the best work of their careers, developing your directors and building a strong pipeline of future leaders.
- Be an outstanding communicator, turning complexity into clarity for colleagues, trustees, clinicians, policymakers and the public, and making the case for change with evidence and conviction.
- Drive change at pace, setting clear direction, removing blockers and holding a high bar for delivery, while keeping teams supported and well through periods of change.
- Make timely, well-judged decisions, including where information is incomplete, being open about the reasoning and the trade-offs and willing to change course when the evidence shifts.
- Prioritise rigorously across a broad portfolio, deciding what we will do, what we will stop and what we will not start, and holding those choices when they are difficult.
- Work in close partnership with the Deputy CEO to identify, prioritise and deliver UK and global partnerships that increase our impact across support, research and income, bringing directorate expertise into partnership development and leading delivery of what is agreed.
- Turn insight from our services, public health work and influencing into propositions that attract investment, working with the Deputy CEO and colleagues across the charity to grow the income that funds our work.



SUPPORT

- Ensure support services meet the needs of people affected by breast cancer at every stage, including those with metastatic breast cancer and those with the least access to support elsewhere.
- Oversee service quality, accessibility, safety and reach, with clear standards, user feedback loops and continuous improvement.
- Hold overall executive accountability for safeguarding within the directorate, and for clinical governance arrangements where services involve clinical staff or clinical information.
- Ensure information for patients and the public is accurate, evidence based, accessible and reviewed to an agreed clinical governance schedule.
- Oversee data protection and confidentiality practice in services handling sensitive personal and health information.

POLICY, EVIDENCE AND INFLUENCING

- Set the policy and public affairs agenda, agreeing priority asks across the four nations and ensuring positions are grounded in evidence and in the experience of people affected by breast cancer.
- Oversee the evidence base underpinning influencing work, including research, data analysis, insight from services and external sources, and ensure claims made publicly are defensible.
- Oversee strategic relationships with policymakers, parliamentarians, NHS bodies and coalition partners, and approve strategies and public positions.
- Ensure influencing activity is evaluated for impact, and that lessons are used to sharpen future work.

PUBLIC HEALTH, INCLUSION AND AWARENESS

- Have strategic oversight of the charity's public health work, including awareness of signs and symptoms, screening, risk reduction and earlier diagnosis, ensuring messaging is clinically accurate and proportionate.
- Drive and champion an inclusive agenda that reduces inequalities in awareness, access, experience and outcomes, with clear priorities, measurable goals and accountability rather than aspiration alone.
- Have strategic oversight of partnerships with communities experiencing the poorest access and outcomes, ensuring these are equitable, sustained and shaped with those communities.
- Ensure awareness and behaviour change activity is evidence informed and evaluated, and that reach is reported honestly.
- Role model: you will be a role model for all colleagues through consistent demonstration of the behaviours which bring Breast Cancer Now's competencies to life.
- 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.

TERMS OF APPOINTMENT

SALARY

The salary for this role is £110,000 – £115,000 per annum on a full-time permanent basis.

LOCATION

London office, 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS.

HYBRID WORKING

Our hybrid working model allows you to work up to 3 days per week at home when working arrangements and meetings allow. New starters may be asked to spend more time in the office initially to support induction and relationship-building.

HOURS OF WORK

35 hours per week, Monday to Friday.

PENSION

Employer pension contributions up to a maximum of 8%.

ANNUAL LEAVE

25 days annual leave a year, plus an additional day for each full year worked (up to 30 days); the option to sell or buy additional day(s) of leave every year; all bank holidays off work and paid time off between Christmas and the New Year; unpaid sabbatical leave for up to 6 months.

Additional benefits can be found [here](#).



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HOW TO APPLY

We hope you will consider making an application. To make an application, please go to <https://starfishsearch.com/jobs/breast-cancer-now-chief-operating-officer/> 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 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 23 October 2026

Preliminary interviews:

w/c Monday 2 November 2026

Breast Cancer Now Panel interviews:

Thursday 19 November 2026

