

JOB DESCRIPTION

Job Title:	Insight, Engagement and Policy Assistant
Department:	Insight and Engagement and Policy and Public Affairs
Reporting to:	Insight and Engagement Lead
Location:	Home Working / Head Office

PURPOSE OF ROLE:

Purpose

To assist the Insight and Engagement Leads and the Policy and Public Affairs Manager in a variety of duties including the evaluation of the services offered by Tenovus Cancer Care.

The post holder will assist in the essential administration for the All-Wales Cancer Community project and actively identify and engage with people affected by cancer to get involved in the project.

MAIN DUTIES AND RESPONSIBILITIES

General:

- Work with the Insight and Engagement Leads and Policy and Public Affairs Manager to develop evidence to support policies that help us achieve our aim of being a voice for cancer patients and their families
- Actively seek out people affected by cancer to engage with the All-Wales Cancer Community through partnership working with organisations
- Act as a point of contact for people who would like to participate in policy and evaluation activities and ensure that their details are stored correctly on all relevant databases
- Provide assistance across the team including note and minute taking, compiling and formatting reports, and the production of correspondence and other documents relating to the activities of the department
- Work with the communications and marketing team to create relevant content relating to research, insight, policy and public affairs activity, and develop/update webpage content relating to these areas
- Assist in the communications from the insight and engagement and policy and public affairs teams, including creating and sharing content on Twitter, contributing to and sending emails/newsletters to the cancer community and compiling the teams' update to the internal bulleting
- Respect participant/client confidentiality at all times ensuring their autonomy and privacy are preserved
- Communicate sensitively with patients, carers and the public in an effective manner

- Maintain the highest levels of discretion with regards to sensitive or confidential matters encountered as part of the role
- Liaise with and maintain positive relationships with other departments, both at Head Office and regionally based, to ensure the facilitation of good communication

All-Wales Cancer Community

- Manage internal and external requests to access the All-Wales Cancer Community
- Engage with local and regional organisations that support or treat people affected by cancer, in order to recruit people affected by cancer to the All-Wales Cancer Community
- With the support of the data team and working to GDPR requirements maintain an up to date, secure data storage system for ensuring Community data is comprehensive, safe and treated with respect
- Work with the team to produce monthly emails to the Community highlighting opportunities to take part in Insight, Policy or Engagement activities
- Record minutes from All-Wales Cancer Community steering group meetings and/or focus groups.
- Prepare and distribute documentation prior to and following All-Wales Cancer Community meetings/focus groups

Insight and Evaluation

- Support evaluation projects across all Tenovus Cancer Care's departments
- Support the Insight and Engagement leads with creative ideas about how to engage with seldom heard people and identifying barriers to attendance and find ways to overcome them
- Assist with the dissemination of reports and information regarding our activities to key stakeholders

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day-to-day activities.

PERSON SPECIFICATION

Experience & Knowledge	Essential	Desirable
Experience of accurately inputting data	●	
Experience in qualitative and quantitative social research methods		●
Experience of dealing sensitively and effectively with the public	●	
Experience of working in the third sector		●
Experience of using a variety of communication methods to engage with people including email and social media	●	
Knowledge and understanding of GDPR		●
Experience and/or understanding of the needs of seldom heard groups e.g. those in deprived areas		●
Experience of working with a diverse range of people		●
Demonstrable experience of providing a range of administration to a team	●	
Experience of collecting, collating and presenting a variety of information in written form	●	
Skills		
Excellent IT skills – especially Microsoft Office packages, i.e. Word, Excel, Powerpoint, Outlook	●	
Proactive and creative in finding solutions	●	
Strong organisational skills, with the ability to multi-task, prioritise and manage time effectively	●	
Excellent verbal and written communication skills to a range of audiences	●	
Able to act on own initiative also a good team player	●	
Ability to communicate through the medium of Welsh or a willingness to learn Welsh		●
Other:		
Legally able to drive in the UK		●
A willingness to work variable hours including occasional evening and weekend work		●