

Pancreatic Cancer UK

**Community Coordinator
(West Midlands)**

Thank you for your interest in Pancreatic Cancer UK



It is a pleasure to know that you are interested in working with us. Please find enclosed further information about this position, which I hope you find helpful.

I have just joined the charity as CEO, and this is a very exciting time to join us as we enter our planning cycle for the coming financial year, building on recent growth and impact.

Pancreatic cancer is a tough one but we're taking it on.

We are supporting those affected by the disease, investing in ground breaking research, lobbying for greater recognition of pancreatic cancer, and being a voice for everyone involved in the fight.

Together we are taking on pancreatic cancer.

- We provide expert, personalised support and information via our Support Line and through a range of publications
- We fund innovative research to find the breakthroughs that will change how we understand, diagnose and treat pancreatic cancer
- We campaign for change; for better care, treatment and research, and for pancreatic cancer to have the recognition it needs.

Pancreatic cancer is the tenth most common cancer in the UK, with 9,400 people diagnosed each year. For decades pancreatic cancer has remained on the side-lines, with survival rates stuck at 3%, and only 1.4% of the total cancer research spend¹ dedicated to beating the disease.

But things are changing.

We've seen the start of positive change in treatment and care for pancreatic cancer patients. Today five year survival rates across the UK are at around 5%, that's 180 more people each year surviving for five years or more.

¹ National Cancer Research Institute partner spend

We will have the first ever national pancreatic cancer clinical guidelines to aid those involved in the diagnosis and treatment of the disease. And UK research investment has now reached £10 million a year.

We have much more to do.

Our ten-year vision is to transform the future for everyone affected by pancreatic cancer.

We will work to increase research spend to a game changing £25 million, with £10 million raised by our own team in the next five years. We will campaign for improved access to treatments, and better care for everyone with the disease. We will double the reach of our flagship service, the Pancreatic Cancer UK Support Line. And increase our income to £10 million a year by 2022.

But we can't do this alone. We have always been at the heart of a determined community of people who share our ambitions. Our staff and volunteers are critical to the success of our plans.

If you feel energised by the prospect of joining our team to help take our challenging agenda forward, we would love to hear from you. You will be joining a great team of determined staff and volunteers in a fast moving organisation with a collaborative, professional culture.

Please take time to read through this job pack, take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

With best wishes

Diana Jupp

Chief Executive Officer

Community Coordinator (West Midlands)

Background

In 2014 we set up a pilot for regional work to reach the charity's objectives of extending reach and improving patient care. The first stage of the pilot was successful and this model of activity has been built into the roll out of the charity's five year strategy.

This post is a continuation of the work as the pilot has moved into its second stage, building on its successes to take forward established relationships with health professionals and continue to promote services locally.

As it remains a pilot project, the post is temporary and will be offered on a two year fixed term contract initially. However, if the pilot is successful and funding is available, this could be extended.

This is a full time, home-based post with lots of travel around the West Midlands – so you'll need to be centrally based and have your own car to be able to get around easily. Office equipment and resources are provided by Pancreatic Cancer UK for you to set up a home office.

PURPOSE

The purpose of the role is to be our local representative in the West Midlands and to be responsible for engaging the community, making connections, disseminating information and coordinating volunteers and supporters as part of our UK wide activity. The post is part of the services team and although it is based in the West Midlands, the post will work closely with staff based in London to support initiatives and campaigns that have a UK wide scope. A Regional Nurse is also based in the East and Midlands, and this post will work closely with that role. The role will be managed by the Senior Community and Involvement Manager.

MAIN RESPONSIBILITIES

Involvement and community engagement

- Develop and expand our existing network of supporters in the West Midlands, raising the profile of Pancreatic Cancer UK and opportunities for involvement in the charity's work.
- Working closely with the Regional Nurse covering your region, identify hospitals and key contacts to secure information stands in local clinics within hospital space.
- Establish and deliver information and awareness stands across the region to increase our reach and deliver support to people affected by pancreatic cancer.
- Manage key relationships with external organisations within the region which support community activity and identify awareness opportunities.
- Provide local opportunities for supporters to come together where relevant.
- Feed in to the work of the supporter engagement review as part of our new strategy.
- Invite supporters along to charity events where suitable and ensure they are engaged in the work of the charity in the West Midlands as well as wider work across the UK.

- Raise awareness of Pancreatic Cancer UK and pancreatic cancer across the West Midlands and specifically during Pancreatic Cancer Awareness Month in November.
- Support the implementation of any new involvement opportunities within the charity and the West Midlands.

Volunteer management and support

- Lead the recruitment, training and induction of new volunteers within the West Midlands.
- Organise group meetings, training sessions and social events for volunteers.
- Coordinate Information Volunteers across the West Midlands, managing their rota and ensuring sufficient cover at hospital stands within the area.
- Ensure consistently high standards of delivery by periodically monitoring information stands and delivering ongoing volunteer supervision and support.

Charity representative

- Act as the local point of contact for Pancreatic Cancer UK within the West Midlands, working closely alongside the Regional Nurse covering your region, and referring to this post where appropriate.
- Represent Pancreatic Cancer UK at external meetings or conferences when required.
- Support any media activity within the West Midlands where appropriate.
- Support any other charity activity within the West Midlands as appropriate, e.g. study days, network level events

Fundraising

- Represent Pancreatic Cancer UK at fundraising events and cheque presentations within the West Midlands. These may be outside office hours and at weekends.
- Promote and raise awareness of fundraising activities in the area and pass on to fundraising staff any leads and opportunities for income generation.
- Support community, events and corporate fundraising activity in the West Midlands in conjunction with the charity's central fundraising teams.

Campaigns and policy

- Keep up to date with national campaigning activity across the charity and where appropriate, engage with this activity in the West Midlands involving local supporters.
- Support the Policy and Campaigns team in any event and administrative preparation prior to holding events in the West Midlands.
- Promote our campaigning work to other charities and organisations across the West Midlands where appropriate.

Reporting and record keeping

- Maintain excellent records of activity across the West Midlands, ensuring that essential information is captured on Raisers Edge, appropriate record keeping systems are in place and kept updated and conform to data protection legislation.
- Assist in the monitoring and evaluation of the West Midlands activity as required by the Senior Community and Involvement Manager.

Person Specification

Criteria	Essential (E) Desirable (D)	Application (A) Interview (I) Test (T)
Qualifications		
GCSE English and Mathematics, or equivalent.	D	A
Knowledge and understanding		
Understanding of the challenges experienced by people following a diagnosis of pancreatic cancer, and ability to show empathy for people with pancreatic cancer and their families.	E	A, I
Understanding of the requirements of accurate record keeping and data protection legislation.	E	A, I
Experience		
Experience of volunteering / working with volunteers in a community based role.	E	A, I
Experience of providing emotional support in a professional capacity.	E	A, I
Experience of home-working with travel across a large region.	D	I
Skills and competencies		
Excellent organisational skills, highly efficient, with the ability to prioritise and manage a busy and demanding workload.	E	I
Excellent communication skills, both verbal and written, including delivering presentations. Excellent attention to detail.	E	A, I, T
Ability to take on a wide range of activities at different levels, and the ability to manage a flexible approach to working life in an ambitious and growing charity.	E	A, I
Excellent IT skills, particularly in relation to Microsoft Office. Must have own use of an efficient internet system, and be willing to use Skype for video calls.	E	A
Familiarity with use of Raisers Edge or a CRM database.	D	A
Ability and willingness to represent the charity to the local media.	E	A, I
Strong interpersonal, networking and relationship building skills.	E	A, I
A pro-active and creative approach to community engagement and the ability to identify external opportunities.	E	A, I
The ability to self-motivate and work independently, as well as develop and maintain working relationships with individuals and teams at all levels within the charity.	E	A, I
Personal qualities		
Commitment to our vision, mission and values: Determined, Compassionate, Pioneering, Integrity; and to learning and development.	E	I
Enthusiasm, imagination, energy and drive, with a warm, outgoing personality	E	I
Passionate about improving the lives of people with pancreatic cancer	E	I

Willingness to work variable hours and flexibility to travel as required.	E	A, I
Other requirements		
Right to work in the UK at the time of application	E	I
Must be a car owner, centrally located and able to travel easily around the West Midlands.	E	A, I
Must have sufficient space at home to set up a comfortable home office space in a confidential environment.	E	A
Must be willing to comply with Health and Safety policies and procedures	E	A

December 2017

Main terms of employment

Reporting to:	Senior Community and Involvement Manager
Salary:	£23,000 - £26,000 per annum, according to experience
Band:	Coordinator (Regional)
Location:	Home based with extensive travel across the West Midlands. Occasional visits to the London office (likely to be around 6-8 visits per year).
Hours:	35 hours per week, normal working hours 9am to 5pm but some flexibility offered / needed, including occasional evenings and weekends
Tenure:	This is a two year contract but the contract may be renewed or extended depending on the outcome of a review of regional posts.
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	25 days per year, plus bank holidays. The holiday year runs from 1 April to 31 March.
Pension:	Eligible employees will be automatically enrolled into our Royal London pension scheme after three months. PCUK will contribute 4% of gross salary; employees are required to contribute 1% from 1 October 2017 and 3% from 1 October 2018. Employees can opt out of the scheme at any time.
Benefits:	We operate a government-approved childcare voucher scheme, offer travel loans for the purchase of an annual season ticket and a death in service benefit. All employees have access to our employee assistance programme offering a free, confidential helpline on work and personal matters.

How to apply

1. Please submit a **CV with a Supporting Statement** to jobs@pancreaticcancer.org.uk setting out how you meet the essential criteria marked A for application, as set out in the person specification above. If you meet the desirable criteria, you can refer to those too.

Please note that you are very unlikely to be shortlisted unless you prepare this Supporting Statement – a generic covering letter is unlikely to provide the information we need.

2. The **closing date** for submitting applications is **9am Monday 22 January 2018**.
3. **Interviews** will take place in Birmingham on **Monday 29th January 2018**.
4. If you are invited to interview, you will need to bring an original document to prove your **right to work in the UK**. Details will be provided in the invitation.

December 2017