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| **MACMILLAN CANCER SUPPORT (JERSEY) LIMITED** | |
| **Job Title** | **Macmillan Jersey Service Manager** |
| **Reporting To** | Chief Executive Officer / Chief Clinical Officer (clinical leadership) |
| **Structure of Organisation** | Delegates Delegates |
| **Main Purpose** | Lead the development and delivery of high-quality cancer support and wellbeing services at The Oasis, Macmillan Jersey’s dedicated home for cancer support. Work in close collaboration with the CEO, key stakeholders, and the wider island community to shape and implement a strategic vision that responds to the evolving needs of people affected by cancer in Jersey.  Ensure The Oasis remains a welcoming, accessible, and well-equipped environment for all users – including patients, carers, families, and healthcare professionals. Take overall responsibility for the day-to-day management of The Oasis, including leadership of staff and volunteers, oversight of budgets, and ensuring smooth operational delivery.  Drive the development and execution of user-centred service plans, informed by ongoing engagement with service users, healthcare partners, and community feedback. Lead on service audit, quality assurance, and continuous improvement processes, ensuring compliance with – and maintenance of – at least level 4 of the Macmillan Quality Environmental Mark (MQEM)  Play an active role in the promotion and visibility of The Oasis and its services, working with our communications lead to develop communication, marketing, and engagement strategies that build trust, awareness, and collaboration across the island. |
| **Location** | The Oasis, Suite 2.13 Lido Medical Centre, St Saviours Road |
| **Duties & Responsibilities** | **Day-to-Day Management of the Service**   * Lead by example, embodying the values and ethos of Macmillan Jersey in all aspects of service delivery. * Ensure the service is flexible, efficient, and responsive to the needs of people affected by cancer. * Chair monthly Service Team Meetings and lead the development of quarterly Service Strategy Meeting agendas. * Ensure uptake of services is maintained and that patients and families are effectively signposted to internal and external sources of support. * Supervise and support the cancer support team to deliver high-quality services and provide direct support where required. * Provide expert information across a wide range of cancer-related topics including treatments, psychosocial issues, financial support, and lifestyle management. * Deliver confidential emotional support to individuals and carers, when necessary * Continually assess and respond to the information and support needs of local communities.   **Strategic Development**   * Collaborate with the CEO and senior leadership team to produce an annual strategic plan aligned with the charity’s vision, user needs, and wider health strategies. * Ensure local service delivery is informed by and contributes to key strategies including Jersey’s Cancer Strategy, the UK Cancer Information Strategy, the National Cancer Plan, and other relevant frameworks. * Support the co-creation of Macmillan Jersey’s overarching strategy through a user-focused lens.   **Governance**   * As a member of the Governance Committee, lead on reviewing, updating, and embedding service and volunteer-related policies. * Ensure all team members understand and adhere to governance standards and that policy implementation translates into best practice on the ground   **Stakeholder Engagement & Relationship Management**   * Develop and maintain strategic relationships with key stakeholders including government health departments, local healthcare providers, and the voluntary sector. * Work collaboratively with the senior management team to ensure stakeholder engagement and partnership working remains strong and purposeful. * Maintain regular contact with Macmillan UK through quarterly meetings with the Partnership Quality Lead. * Ensure Macmillan Jersey is well represented at local healthcare forums such as the Cancer Support Network and maintain links with hospital multidisciplinary teams and the PALS service.   **Promotion of the Service**   * Proactively liaise with the Communications Lead to ensure timely and accurate promotion of services and new initiatives. * Lead on internal communications related to the service, keeping staff and volunteers informed and engaged. * Represent Macmillan Jersey at external forums including conferences, public meetings, and community events as appropriate.   **Community Outreach**   * Support and participate in the charity’s outreach strategy to ensure equitable access across the island and raise awareness of services. * Deliver outreach support to healthcare settings including GP practices and hospital departments. * Engage with diverse community groups, addressing cultural considerations in cancer care and service provision.   **Audit, Evaluation & Reporting**   * Work with Operational lead to monitor and report on service delivery through robust data collection and analysis, producing quarterly activity reports and contributing to the annual public report. * Ensure continuous improvement by responding to feedback, evaluating services regularly, and acting on areas for development. * Benchmark services against quality standards, working toward and maintaining the highest level.   **Cancer Support & Education**   * Provide direct cancer support to users as needed. * Facilitate and deliver group education and information sessions aligned with areas of expertise and service demand. |
| **Macmillan Jersey Team Values**  **H – Helpful**  **E – Empathetic**  **A – Authentic**  **R – Responsible**  **T – Together as one** | |
| **Key Skills** | **PERSON SPECIFICATION**  **Essential:**   * Registered Nurse or Allied Health Professional (AHP) with current, relevant professional registration and significant post-registration experience, ideally within oncology or cancer support services. * Proven leadership experience, including team management and implementing service improvements or change initiatives. * Strong administrative skills, with proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint). * Excellent written and verbal communication skills, including experience in report writing, service documentation, and public or professional presentations. * Confident problem solver with the ability to think strategically and respond effectively to changing needs or challenges. * Demonstrated ability to work both independently and collaboratively within a multidisciplinary team environment.   **Desirable:**   * Project management experience, including planning, executing, and evaluating service developments or quality improvement initiatives. * Experience contributing to or leading the development of strategy, business plans, or organisational policy. * Previous senior management experience within a healthcare, voluntary sector, or service delivery context. * Experience in service evaluation, audit, or quality assurance frameworks |
| **Working hours** | 35 hours per week, 25 days holiday per year  Band 7-8 NHS depending on experience |