

Job Description & Person Specification

Operations Manager (Cancer Services) Job Description	
Salary:	£40,500
Working Hours:	37.5 hours per week
Reports to:	CEO
Accountable to:	CEO/Board
Appointment type:	Permanent
Main Location:	21-23 Pelham Road, Nottingham NG5 1AP
Direct Reports	<ul style="list-style-type: none"> • Macmillan Beyond Diagnosis Team Manager • Early Diagnosis Coordinators (x3) • PCN Cancer Care Coordinator • Communications & Marketing Officer
Indirect Reports	<ul style="list-style-type: none"> • NUH Prehabilitation Link Worker • Volunteer Coordinator
Context	
<p>Self Help UK delivers a portfolio of holistic, person centred cancer support services across Nottingham and Nottinghamshire. These include:</p> <ul style="list-style-type: none"> • Macmillan Beyond Diagnosis Service • NUH Cancer Prehabilitation • Primary Care Network Cancer Coordination • Early Diagnosis Screening Pilot (from 2026) <p>These services support individuals living with and beyond cancer by addressing emotional, practical, and social needs. They complement clinical care across primary, secondary, and community sectors. There is significant potential for future geographic and service expansion—including across long term conditions.</p> <p>Self Help UK also delivers a range of support to the Deaf Community across the UK which follows the Macmillan Beyond Diagnosis Service model and works to increase cancer awareness within the Deaf Community and improve Deaf aware services. The Macmillan Deaf Cancer Support Project (DCSP) is managed by the CEO and Project Manager. This post will work closely with the Macmillan DCSP Manager to ensure cross organisation integration and service development.</p>	
Job Purpose	
<p>The Cancer Services Operations Manager is responsible for the operational management, coordination, and performance of multiple cancer support projects and services. The post holder ensures:</p> <ul style="list-style-type: none"> • Consistent, high quality delivery across all services • Effective operational systems, processes, and structures • Strong leadership and supervision of managers, coordinators, and staff • Compliance with safeguarding, statutory duties, and quality standards • Excellent relationships with commissioners, partners, and stakeholders 	

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- Sound budget management and service sustainability
 - Identification and support of future service development opportunities
- This is a hands on operational leadership role focused on ensuring smooth day to day delivery and effective team management.

Key Responsibilities

A. Operational Leadership

- Lead day to day operations across all cancer support services.
- Establish and maintain consistent operating procedures.
- Act as the escalation point for safeguarding, service issues, and operational risks.
- Ensure statutory compliance (safeguarding, GDPR, health & safety).
- Produce accurate operational, performance, and management reports.

B. Service & Project Delivery

- Ensure all projects meet contractual and commissioner requirements.
- Monitor delivery using systems such as Lamplight and improve data accuracy.
- Support the setup, delivery, and evaluation of new initiatives (e.g., Early Diagnosis Screening Pilot).
- Maintain productive relationships with Macmillan, NHS partners, ICS colleagues, and community organisations.

C. Team Leadership

- Provide line management to managers, coordinators, and frontline staff.
- Ensure regular supervision, appraisals, and staff development plans.
- Lead recruitment, induction, and workforce planning.
- Create a collaborative, inclusive, and high performing team culture.
- Ensure effective communication and shared team objectives.

D. Strategic Contribution

- Work closely with the CEO and trustees to support organisational strategy.
- Identify opportunities for new projects, funding, and partnerships.
- Represent Self Help UK at external meetings, events, and partnership forums.
- Maintain strong relationships with statutory, voluntary, and academic partners.
- Lead on equitable access, community outreach and lived-experience involvement.

E. Performance, Quality & Risk

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- Monitor services against KPIs and implement improvements.
- Lead on service evaluation and development of quality standards.
- Maintain and update risk management processes.
- Support compliance audits and quality assurance activities.
- Ensure compliance with GDPR (General Data Protection Regulation), and other statutory regulations required within your project areas.

F. Financial Management

- Set and manage project budgets with the CEO.
- Monitor financial performance and identify risks.
- Support development of sustainable funding models.

G. Other Duties

- Commit to ongoing training and development (including Macmillan opportunities).
- Work in accordance with Self Help UK's values and mission.
- Deputise for the CEO as required.
- Work flexibly across Nottinghamshire, including occasional evenings/weekends.
- Undertake any other duties appropriate to the grade and post as specified by the CEO

Person Specification

Essential Criteria for the role

Qualifications

- Degree-level qualification or equivalent experience in health, social care, or voluntary sector management.
- Evidence of continuous professional development.

Experience

- Significant experience managing operations in health, social care, or the voluntary sector.
- Proven experience managing staff teams and line management responsibilities.
- Experience delivering multi-service or multi-project portfolios.
- Experience working with commissioners, NHS, ICS, and community partners.
- Demonstrated knowledge of safeguarding, quality standards, and risk management.
- Budget management and financial monitoring experience.

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- Experience using data systems for reporting and performance analysis.

Knowledge

- Understanding of voluntary sector service delivery and governance.
- Knowledge of NHS structures, ICS systems, and cancer/long-term condition pathways.
- Knowledge of safeguarding, GDPR, equality legislation, and health & safety.
- Understanding of performance monitoring and evaluation.

Skills

- Strong operational and organisational management skills.
- Excellent leadership, staff support, and team-building capabilities.
- Effective communication and stakeholder engagement skills.
- Analytical skills with the ability to interpret data and produce accurate reports.
- Confident decision maker with strong problem solving ability.
- Ability to manage pressure, complexity, and competing deadlines.
- Time management and problem-solving.
- Proficient IT skills (SharePoint, OneDrive, Office suite).

Personal Attributes

- Commitment to Self Help UK's values.
- Positive, collaborative leadership style.
- Compassionate, equity-driven, collaborative, accountable and adaptive.
- Highly organised, adaptable, and resilient.
- Commitment to equality, diversity, and inclusion.
- Able to work from the Nottingham office 2–3 days per week.

Compliance Requirements

Right to Work: All applicants must provide evidence of their legal right to work in the UK in line with the Immigration, Asylum and Nationality Act 2006.

DBS Check: Employment is subject to a satisfactory Enhanced DBS check in line with the Rehabilitation of Offenders Act 1974 and DBS Code of Practice.

Desirable Criteria: Whilst not essential to the role, please tell us if you have any of the following:

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- Experience in cancer pathways or long term condition support.
- Knowledge of commissioning processes and funding streams.
- Project management qualification (e.g., PRINCE2).
- Experience in policy development or quality assurance.