



Title	Support Manager
Salary	£34,000
Hours	28 hours per week
Annual leave	25 days plus 10 bank holidays (calculated pro rata)
Pension	4% employer contribution
Location	Remote working with occasional travel and overnight stays
Reporting to	Director of Research and Programmes

About the role

Make 2nds Count is a fast-growing UK-wide patient and family focused charity dedicated to giving hope to and improving the lives of women and men living with secondary (metastatic) breast cancer.

We are looking for a dedicated and experienced Support Manager to manage the operational, safeguarding, and quality assurance elements of the charity's support services. This role is vital in ensuring our programmes run safely, efficiently, and in line with best practice, while also contributing to strategic development and cross-charity collaboration.

The Support Manager leads the day-to-day operations of our support programmes, ensuring that systems, workflows, and documentation are consistent and up to date. Reporting to the Director of Research and Programmes, you will lead on implementing streamlined processes and managing service evaluations to strengthen our delivery to the secondary breast cancer community.

Duties and responsibilities

- **Service Management:** Lead day-to-day operations of support programmes and manage the implementation of streamlined processes, such as booking systems, registration, and admin tools.
- **Safeguarding Leadership:** Act as the operational safeguarding lead for support services, ensuring safe practice across all patient-facing programmes and maintaining incident reporting and documentation.
- **Quality and Governance:** Monitor service quality and ensure strict compliance with data protection, consent, and information governance.
- **Operational Oversight:** Manage risks, budgets, and service evaluations, while maintaining updated operational guidelines and service documentation.
- **Programme Improvement:** Identify inefficiencies and propose system improvements to ensure retreats, events, and programmes are accessible and well-structured.

- **Collaboration:** Work closely with the Patient Engagement Senior Coordinator to integrate patient insights into service improvements.
- **Financial Planning:** Lead the operational elements of the annual budget and planning cycle.

General Responsibilities

- **Staff and Volunteer Direction:** Provide day-to-day operational direction to staff and volunteers, ensuring they have consistent guidance and training.
- **Safety and Boundaries:** Promote emotionally safe working practices and reinforce appropriate boundaries within the team.
- **Ambassadorship:** Be a positive ambassador for Make 2nds Count, acting as an enthusiastic and proactive member of the team.
- **Integrity:** Have the highest regard for the principle of confidentiality and at no time disclose confidential information inappropriately.
- **Team Engagement:** Maintain close involvement in team meetings, projects, and forward planning while remaining flexible within the broad remit of the post.

Benefits of this role

- **Strategic Impact:** Play a key role in the operational leadership and strategic development of a growing charity.
- **Flexible Working:** This is a part-time role (28 hours per week) that is fully remote with occasional travel, supporting a positive work-life balance.
- **Annual Leave Enhancement:** Privilege days between Christmas and New Year are granted in addition to annual leave.
- **Collaborative Team:** Join a supportive environment where you will work across the charity to improve service delivery.
- **Professional Leadership:** Take ownership of safeguarding and quality assurance, helping to shape the safety and excellence of patient-facing services.
- **Positive Culture:** Be part of a values-led organisation dedicated to compassion, innovation, and hope for patients and families across the UK.

Equal Opportunities

At Make 2nds Count we are committed to equality, diversity and inclusion in all aspects of our work. We know that diverse teams bring different perspectives, experiences and ideas, which helps us deliver the best possible support for people living with secondary breast cancer. We warmly welcome applications from individuals of all backgrounds, and encourage anyone with the skills and passion for this role to apply.

Personal Profile

	Essential	Desirable
Experience	Experience in operational service management and leadership	Experience working within a health-related charity or the third sector
Safeguarding	Proven experience managing safeguarding protocols	Experience providing safeguarding advice in a clinical or patient-support context
Governance	Strong understanding of data protection, GDPR, and information governance	Knowledge of clinical compliance and sector best practice
Skills	Ability to manage budgets and perform service evaluations	Experience with specific booking and registration software/systems
Organisation	Excellent organisational skills with the ability to streamline workflows	Experience leading annual planning cycles
Communication	Ability to provide clear direction to staff and volunteers	Experience integrating patient insights into service design
IT Skills	Proficient in admin tools and digital systems for service delivery	Experience with remote collaboration tools (Google Workspace, etc.)