

JOB DESCRIPTION

Job Title	: Development Manager – CRT Together
Reporting to	: Head of Operations (Wales)
Supervision/Management of people	: Manage and support the delivery team
Based at	: Hwb Cana, Penywaun, Rhondda-Cynon-Taff or Aneurin Bevan House, Tredegar
Delivery areas	: Trust programmes
Salary	: £44,711
Benefits	: Contributory Pension

Purpose of the Post

To lead an innovative programme, in partnership with Macmillan Cancer Support, aimed at tackling cancer inequalities, in former coalfield communities of South Wales. In line with the Trust's key strategic theme of improving health and wellbeing this programme aims to help those affected by cancer, as no one should face cancer alone.

A key essential requirement is to collaborate; utilising and building upon the Trust's networks and partnerships in Wales to successfully meet the non-clinical support needs of those affected by cancer. This will include a co-production approach, working with a strategic group of partners and people affected by cancer, to help deliver the programme.

The role will focus on:

- Leading on the: development, operational delivery, and strategic review of the annual programme Delivery Plan.
- Leading the development and implementation of robust data and performance management systems that inform strategic decision-making and drive continuous improvement. This includes collecting, analysing, and reporting on key performance indicators (KPIs), ensuring data integrity, and using evidence to evaluate impact and inform service delivery.
- Ensuring delivery of a high quality and prompt service, in line with the programme's Standard Operating Procedure (SOP).
- Building trust and excellent relationships with stakeholders and delivery partners, particularly in the health sector.

To proactively contribute towards the delivery of the CRT's strategy, national delivery plan and overall objectives by delivering this programme to meet agreed spend, outcomes and KPI targets.

To develop good relationships and joint working with colleagues, in the Wales Team, to contribute to the coordination of strategic areas of focus in Wales.

To work collaboratively with the CRT Senior Management Team, colleagues in our country offices and the wider staff team, contributing to shared corporate goal and our UK initiatives.

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To support quality, which is embedded in the management system to national and international standards and regulations, by complying with established processes. To review and update programme policies and procedures annually and ensure they remain fit for purpose, making recommendations to the Head of Operations, where appropriate.

Main Requirements of the Post

Line Management – Directly manage and support individual employees or volunteers and work experience placements, overseeing performance, setting and reviewing annual objectives, identifying knowledge gaps and arrange relevant training. To undertake other appropriate tasks within the context of the overall objectives of the post.

Creativity & Innovation – Regular use of creative skills to resolve routine/complex issues encountered, amend existing procedures to comply with new legislation, national/local policy initiatives or fit evolving needs. Be involved in the development of new approaches/procedures/innovative solutions across a range of areas; guided by broad policy objectives.

Contacts & Relationships - Routinely exchange straightforward information and provide clear explanations/advice on general and specialised matters; tailoring the communication accordingly without lessening comprehension. Use specialist knowledge to identify the best course of action, weighing pros and cons and clearly explaining the reasoning behind the proposed course of action.

The role will involve public speaking to a mixed interest group, providing advice on highly complex matters and resolving conflict.

Situations encountered are likely to involve a certain level of complexity or are contentious. They require influencing skills and being diplomatic in sensitive situations. The outcome of the contact can have significant implications for the contact or service.

Decisions - Set guidelines for others to follow e.g. new policies which will have significant effect on internal operations and decide significant changes to service provision. Prioritise work and resolve the majority of problems encountered within the role, only referring problems which are very difficult, unusual or require specialist input.

Identify ways in which existing processes can be improved and recommend in writing significant changes, which would likely alter the characteristics of service delivery and/or impact on Trust wide initiatives.

Manage the implementation of service changes and fundamental changes to Trust policy/strategy; including monitoring, reviewing and determining the effectiveness of the change.

Resources – Accountable for the use and safekeeping of data systems, maintaining adequate data protection measures and ensuring confidentiality is observed at all times.

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Work Demands – Able to occasionally switch from one task to another in a different area of work and occasionally resolve conflicting priorities/resource needs.

Knowledge & Skill – Detailed level of knowledge and skills in a specialist discipline to undertake a variety of advanced tasks relating to one function or area of activity.

Knowledge and understanding of the issues facing disadvantaged communities is required along with a flexible and adaptable approach to work.

Proven experience in successful programme and project management and awareness of current policy and funding regimes and how these are delivered at regional and local levels.

Authorities of the Post

The Trust's Senior Management Team have assigned authorities for all roles. These authorities are detailed in a separate authorities log and applicable policies and procedures.

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