



Support Development Officer

Job Information Pack

Dear Applicant,

Thank you for your interest in the role of Supporter Development Officer at the Bone Cancer Research Trust. Having been at the charity for over 18 years, I can vouch for the fact that it's a wonderful organisation to work for and that the bone cancer community is one of a kind. But don't just take my word for it, I thought you may like to hear some recent feedback we received whilst developing our new fundraising strategy:

The Fundraising Team told us:

"This organisation is magic. It's a privilege to work here."

"I think our biggest success is our culture, and how we all work together. We really respect each other's knowledge. We work really well cross-functionally. There is a real sense of togetherness"

"We have autonomy, we're not restricted. I think that's the difference between us and larger charities, that's our strength."

SLT said:

"The way we look after people is unlike anything I've seen before - it creates a ripple effect, of kindness and trust. This place is so different to larger charities I've worked at. It's the community, the culture and the team that keep me here."

Trustees said:

"Community is the beating heart of this organisation. It's everything. Whatever we do in the future, we can't lose the warm hug this charity gives."

Supporters told us:

"You feel like you are at the heart of the charity, it's not just about the money - It feels like a family."

"I don't think other charities can do what BCRT does. They can't give that level of help, love and support. They make everyone feel special; they are just so ultra-supportive. It's like having an army of people behind me."

"BCRT must never lose their core. That love and support for people. That personal touch. I'm a lifer now. I'm in with BCRT for life."

"I really feel like I'm not just a number to them. They treat me like a person, a friend. They even sent me a Christmas card, and a postcard that had photos of my event on. I've still got it. Please tell them they are amazing and that I'll always support them."

This is an exciting time for the charity, as we launch our new fundraising strategy, giving you the opportunity to really contribute in this newly developed role. If our relationship-focused approach resonates with you and you'd like to be part of a small but mighty team, we'd love to hear from you.

Kate Connor, Director of Fundraising

About Us

In 2004, a group of families who had lost children and young people to primary bone cancer came together with a shared determination: to change the future for others. At the time, there was virtually no accessible information about primary bone cancer and almost no funding for research into the disease.

Refusing to accept the status quo, the families pooled the funds they had already raised, and, with the guidance of Professor Ian Lewis (Consultant Paediatrician and Adolescent Oncologist at St James's University Hospital, Leeds), the Bone Cancer Research Trust was officially registered as a charity in 2006.

Today, bone cancer still brings heartbreak and devastation to hundreds of people each year. Too often, patients reach the end of current treatment options with no further hope.

While many major cancer charities overlook bone cancer, the Bone Cancer Research Trust is the UK's leading charity dedicated to funding research into this brutal disease made possible only through the generosity of our wonderful supporters.

With continued investment, we will discover new treatments and, one day, a cure for all. Until then, we remain here for everyone affected, offering vital support, trusted information, and hope.

By joining us, you'll be part of a passionate, driven team working every day to save lives and change the future of bone cancer. Your skills, energy, and ideas could help bring us closer to the breakthroughs patients urgently need and give hope to families when they need it most.

Job title:	Supporter Development Officer
Responsible to:	Trusts & Foundations Fundraising Manager
Line management:	None
Salary:	c. £29,0000 per annum, dependent on experience
Hours of work:	Full-time, 37 hours per week.
Contract type:	Permanent
Location:	Flexible: remote, hybrid or office-based (Horsforth, Leeds)
Probation period:	6 Months

About the role

At the Bone Cancer Research Trust, our fundraising success is built on strong relationships with our supporters. In this newly created role, the successful candidate will have an exciting opportunity to drive our approach to Individual Giving, Legacies and Major Donors. This role requires highly collaborative working across teams to bring greater consistency, coordination and progress to this work.

This role will be focused on delivering outcomes by supporting the Relationship Team in their stewardship of new and existing supporters. The Supporter Development Officer sits within the Trusts & Foundations team and will play an important part in connecting activity across teams, helping to ensure consistency, identify opportunities and drive progress.

It's an exciting time to join the Bone Cancer Research Trust, as we build upon our successes over the last 20 years. This is an excellent opportunity for the right candidate to shape this new and varied role and play an important part in our highly successful fundraising team.

Role purpose

- Bring consistent coordination and ownership across Individual Giving, Legacies and Major Donors
- Support the Relationship Team to engage and steward supporters effectively
- Ensure opportunities are proactively identified and progressed
- Help build foundations for consistent and sustainable income growth

Key responsibilities

Individual Giving

- Coordinate day-to-day Individual Giving activity, ensuring plans are delivered consistently
- Support the delivery of a range of Individual Giving activity, including regular giving, appeals, in memory, lottery, payroll giving and online shop
- Support the development and coordination of communications and materials across Individual Giving activity
- Track performance and identify opportunities for improvement

- Identify opportunities to maximise Gift Aid on donations from Individuals
- Ensure supporters receive a consistent and high-quality stewardship experience

Legacy fundraising

- Manage and respond to legacy enquiries, ensuring a sensitive and timely approach
- Support the development and coordination of light-touch, relationship-led legacy messaging and materials
- Maintain accurate records of legacy prospects and activity, ensuring appropriate administration and consistent follow-up
- Work with colleagues to ensure legacy opportunities are followed up and progressed

Major Donors

- Work with the Trusts & Foundations Fundraising Manager to develop a pipeline of major donors
- Support the Relationships Team so that they are well-informed and prepared for conversations with supporters and prospects
- Maintain accurate records and track activity
- Prepare bespoke, high-quality materials and correspondence
- Ensure opportunities are progressed

Supporting the Relationship Team

- Support follow-up from supporter conversations, ensuring information is shared and next steps are progressed
- Work with colleagues to ensure supporters receive a personalised and consistent experience
- Provide practical coordination and support to help Relationship Managers manage activity effectively
- Ensure opportunities are progressed in a timely and effective way

Other

- To ensure compliance with Data Protection, Electronic Communications, Chartered Institute of Fundraising and the Fundraising Regulator guidelines.
- To undertake training, development and appraisal activities as required by the charity's leadership team.
- To evaluate own performance critically, and strive for continual improvement.
- To select and make use of a variety of resources, including IT and supplied project management tools to manage workload effectively.
- To support the charity's ethos and policies and demonstrate a commitment to attitude and behaviour that reflects our core values – Pioneering, Dynamic, Supportive, Knowledgeable and Trustworthy.
- To act as an ambassador for BCRT and attend and support fundraising and other events as and when required which will include some evenings and weekends.

- To carry out any other duties as may be reasonably requested that are commensurate with the level of this role.

Personal Specification

Criteria	Essential	Desired	Method of Assessment
Experience			
Experience in fundraising, supporter engagement or similar role.	✓		Application Form / Interview
Understanding of Individual Giving, Legacy or Major Donor fundraising (or willingness to learn).	✓		Application Form / Interview
Experience of working towards income targets and supporting delivery within agreed budgets	✓		Application Form / Interview
Experience co-ordinating activity and managing priorities.	✓		Application Form / Interview
Working with CRM databases and other Microsoft Office packages.	✓		Application Form / Interview
Understanding of digital fundraising		✓	Application Form / Interview
Understanding of Gift Aid		✓	Application Form / Interview
Personal Attributes			
Strong interpersonal and relationship-building skills, with the ability to work effectively as part of a team.	✓		Application Form / Interview
Excellent, confident and persuasive communicator with people at all levels.	✓		Application Form / Interview
An enthusiastic, flexible and proactive approach, with a willingness to support a range of activities as priorities evolve.	✓		Application Form / Interview
Ability to work logically, methodically and accurately with a keen attention to detail.	✓		Application Form / Interview

Ability and motivation to deliver high-quality work with minimal supervision.	✓		Application Form / Interview
Excellent time management and organisational skills with the ability to plan and prioritise work; handle conflicting demands, manage a wide range of projects and meet tight deadlines	✓		Application Form / Interview
A shared passion for the work of the Bone Cancer Research Trust		✓	Application Form / Interview
Willing and able to travel within the UK and work evenings and weekends as required	✓		Application Form / Interview

Employee Benefits

- Flexible approach to working hours
- 30 days annual leave per year plus bank holidays
- Flexible bank holidays
- An extra leave day in every 5th year of employment to celebrate your work anniversary
- Private Health Insurance (following successful probation)
- 6% employer pension contributions
- Clear performance expectations
- Enhanced sickness, maternity and adoption leave
- Training and personal development opportunities
- Option to purchase up to 5 days additional annual leave
- Life Assurance of 4x annual salary
- Free onsite parking at our Horsforth offices

We believe wholeheartedly in supporting our staff to do their very best, irrespective of working location. If needed, you will receive an allowance for a home-working workstation, and all necessary home-working equipment will be provided.

How to apply

The Bone Cancer Research Trust promotes an inclusive culture. We are committed to encouraging further growth from diverse groups, and we welcome applications from people from under-represented groups or communities.

For an informal discussion about the role, please contact gemma.graves@bcrt.org.uk

To apply, please complete the equality and diversity monitoring form and the application form and send to sarah.yates@bcrt.org.uk by 5pm on **Thursday 9th July 2026**.

Interviews for shortlisted candidates will take place during **w/c 13th July 2026**.