



**Supporter Relations
Team Assistant (mat
cover)**

**Blood
cancer
UK**

About the role

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer. We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer.

The Supporter Relations Team plays a pivotal role in building relationships with our supporters and assisting our fundraising team to raise vital funds that will support our mission to beat blood cancer within a generation. The main purpose of this role is to deliver excellent customer service to our supporters from the beginning of their journey with Blood Cancer UK. Our processes need to be as efficient and effective as possible to get the best from our supporters.

Salary: £28.654 per annum

Hours: full time, 35 hours per week

Further information, including location and travel requirements, can be found in the job description and person specification.





**Because we
need the best
people to
beat blood
cancer**

About you

This is an excellent opportunity for someone with great communication, organisation and interpersonal skills. The post holder will take responsibility to help build lasting relationships with our supporters through written and verbal communication and ensure efficient administration of donations and maintaining accurate data on our CRM system.

The role of Supporter Relations Assistant would suit someone energetic, organised and confident at communicating. As the first point of contact for our supporters, you will be able to build a rapport with supporters over the telephone, and competent with written communications across a range of mediums. You will also have experience of using a CRM or database, which will be vital when processing donations and recording communications with supporters. The role is varied and fast paced and requires efficiency and accuracy, as well as teamwork.

Further information can be found in the job description and person specification.

Why work at Blood Cancer UK

We started because of Susan; we'll get there because of you.

Blood Cancer UK was started by one family who lost their daughter, Susan, to blood cancer, and that history and sense of family continues to shape who we are today. When you join Blood Cancer UK, you don't just become an organisational employee – you become part of a collaborative community dedicated to funding research into beating blood cancer that includes some of the most inspiring people you'll ever meet.

And we're not that far away from beating blood cancer. We're confident we can do it within the next generation, and this makes us hugely ambitious and gives us a sense of real urgency. It also means we're changing quickly as an organisation as we constantly challenge ourselves and strive to become more and more effective.

Blood Cancer UK offers the chance to work for and with people affected by blood cancer, and the opportunity to advance your career and develop your skillset whilst taking on exciting new challenges and making your mark.

What we do

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

You can read more about what we do on our website here: [About Blood Cancer UK](#)



“It is really rewarding to know that you are part of an organisation that is making a difference to those affected by blood cancer.”

**Support Services
Nurse**

“There are so many opportunities to learn and develop”

**Brand & Audience
Strategist**

“At Blood Cancer UK my well-being is a priority, allowing me to achieve my best professionally.”

**Digital Insight
Analyst**



**“There is a real sense
of teamwork; everyone
wants the best for
each other and for
those
we aim to help.”
Support Services
Nurse**

Our culture

At Blood Cancer UK our culture is as follows:

A positive environment where everyone is warm, engaging and collaborative.

You will see, hear and find that everyone is highly engaged – we all have a strong sense of motivation, purpose and commitment to the blood cancer community, our role, and the wider organisation.

Everything we do is on behalf of people affected by blood cancer, to achieve greater impact and better outcomes for our community, which we are a key part of. We are here for them, and we include them in all of the work we do, making sure we fully understand their needs to inform our actions. This means at times we need to make difficult decisions, and we do not shy away from this.

We are all willing to go the extra mile, in an environment that lives and breathes its values. We take ownership and responsibility and never blame others. In return you will feel and experience our support to enable you to succeed.

Our leaders will give you what you need to do your role (information, tools, access and guidance) and will trust you to deliver.

Our environment encourages self-starters, innovation and sound judgement. An environment that embraces challenges as our people seek and try out ideas / new ways of working to be more efficient and effective for the blood cancer community. We learn from failure as well as success. Our people are not afraid to give constructive challenge as trust is high at all levels in the organisation.

We all seek feedback to continuously improve our performance and are not defensive when we receive it. We strive for high performance as individuals and for our teams.

We are an inclusive organisation where no one is left behind, where we can truly be ourselves and be proud of everything we do together.

Our values

Our values inspire us and guide our decision making and actions. We will ask all shortlisted candidates about their connection to our values at interview stage, so please make sure that our values resonate with you before applying.

Striving for results: We are determined, focussed on a clear vision. We are motivated, practical and passionate to do all we can to make the lives of those affected by blood cancer better and to ultimately find a cure for blood cancers.

United as a family: We are one caring family. We work together to raise funds and awareness, to inform and look after people affected by blood cancer. We value each other's contribution. We work as one.

Standing in others' shoes: We have empathy, we listen, we see things from the perspective of others. We take ownership to address issues and solve problems. We do all we can to help and support others.

Making knowledge count: We are experts in our field. We share our knowledge and use our expertise to help get the best outcomes for those affected by blood cancer. We build understanding.

You can learn more about working at Blood Cancer UK on our website here: [Work at Blood Cancer UK](#)





**“I love the
work-life balance
the organisation
allows me”
Lead Designer**

How we work

We work in an agile way which means rather than expecting people to be in the office from 9am to 5pm, we're much more focused on what they deliver.

We've built a positive culture where autonomy, trust, accountability, wellbeing and flexibility allow us to attract brilliant people, and to make sure that once they're here they want to stay.

We come together in person when it adds value and, within a framework, you can make values-based decisions on when and where you work. This means a better work-life balance and delivering more for people affected by blood cancer. We want everyone who works at Blood Cancer UK to be able to thrive at work and do the best work they possibly can.

For the majority of roles, your contractual place of work will be one of our offices. For travel expenses purposes, this means that we do not pay for travel into your contractual place of work (your commute). If you have to travel to another location for your role, you'd be able to claim the difference between a normal journey to your contractual place of work, and the new location.

Benefits

Annual Leave

Entitlement is 30 days per year (pro rata), in addition to bank / public holidays.

Wellbeing

Annual entitlement of five wellbeing days per person (pro rata). Our Employee Assistance Programme offers information, expert advice and specialist counselling.

Pension

We'll automatically enrol you onto our pension scheme and match up to 5% contributions, increasing to 15 % through length of service.

Life Assurance

Although we don't like to think about it, should something happen to you while working for Blood Cancer UK we have life assurance of 4x annual salary for staff.

Agile Working

We value results and outcomes and support this with an agile working policy. Where and when you work is managed by you.

Family Leave

We offer enhanced pay during maternity, paternity and shared parental leave.

Personal Development

Development is important to us and there are a variety of options available to staff at Blood Cancer UK including internal training and focus days.

Interest Free Loans

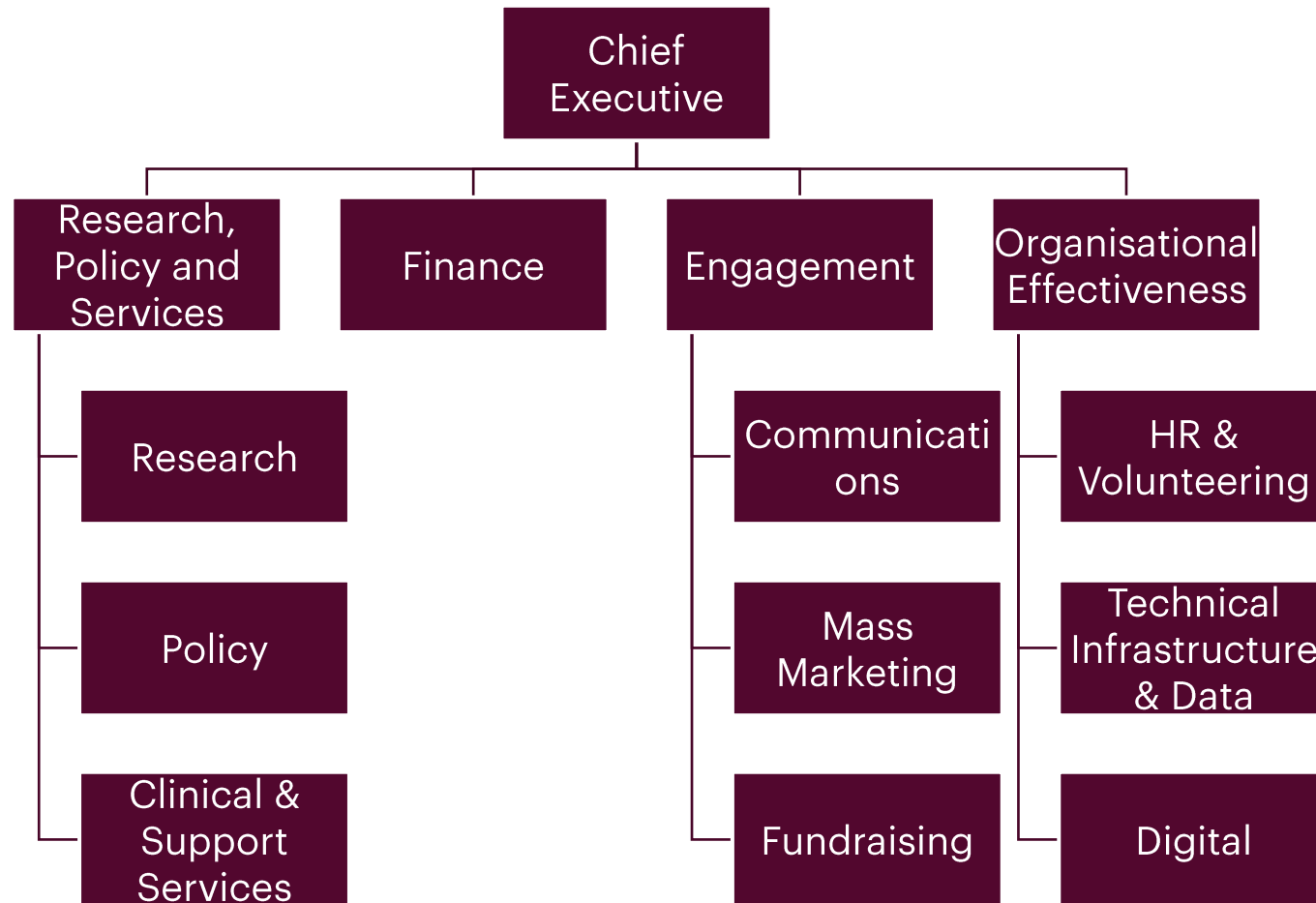
This allows you to take an interest-free loan of up to £1,000 and repay this over up to 12 months through your monthly salary.

Season Ticket Loan & Ride2Work Scheme

We pay for the ticket / bike and you repay the money out of your monthly salary.

Organogram

Now you have read about the role, to help you get a better feel of where it sits in Blood Cancer UK, here is a simplified organogram.



How to apply and the selection process

We ask you to send us a CV and cover letter via our recruitment system. The link is on our vacancy page here: [Current Vacancies](#)

In your cover letter, we'd like to know why you're interested in working with us at Blood Cancer UK and why you think you are a great candidate for this role. Your cover letter doesn't have to be too long, 1-2 pages is ideal.

We use a blind shortlisting process for initial applications. This means that when you apply, the hiring manager cannot see any of your personal details, for example, your name, your contact details, or any equality and diversity data that you provide. Our recruitment system takes care of this, so you can just upload your CV as normal. It's easier for our system to read CVs which don't have any additional formatting. So please avoid adding symbols, or pictures into your CV.

Blood Cancer UK is an equal opportunities employer, and we are committed to ensuring all applications are treated fairly. If you're shortlisted, you'll receive an invitation to the next stage, which might be either a telephone interview, or a face-to-face interview. We'll send you all the details you need.

We're a part of the disability confident scheme and will guarantee to interview candidates with a disability whose application meets the minimum criteria of the role as detailed under the person specification.

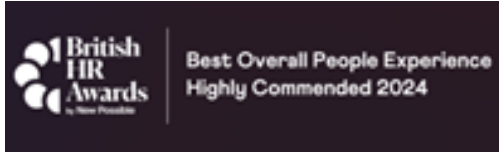
If you require any reasonable adjustments to be made as part of the application process, please email us on recruitment@bloodcancer.org.uk and we'll discuss this further with you.

We'll always let you know the outcome of your application. We'll also always give feedback to anyone who is shortlisted and interviews with us. Usually, we're unable to provide feedback to anyone who doesn't get to interview stage.

Closing date: Midnight on 23rd February 2025

Please note that we may bring forward the closing date at our discretion.







**Join us and together
we can beat blood
cancer**

**Blood
cancer
UK**

www.bloodcancer.org.uk