

Children with Cancer UK

Candidate Pack



Registered Charity Number: 298405
Inaugurated by Diana, Princess of Wales
Company limited by guarantee, Number: 4960054

About Us

In November 1986, siblings Paul and Jean O’Gorman were both diagnosed with cancer, and both tragically lost their lives within months of each other.

On the day that 14-year-old Paul passed away, the O’Gorman family made him a promise to help other children and young people facing the same situation. Their first goal was to raise £100,000 for research and support. Since then, Children with Cancer UK has grown into one of the leading children and young people’s cancer charities in the UK.

In those 35 years, we’ve created better, kinder treatments, helped the public and the scientific community understand childhood cancer better, and raised over £300 million.

That money has supported thousands of children and their families through treatment and beyond and funded over 300 research projects into the causes of childhood cancer and seen survival rates grow from 67% to 85.2% with fewer toxic side effects.

We are in a new phase of growth and are investing in our teams to expand our reach, grow our awareness and deliver greater income to ensure we can continue funding essential research into childhood cancer. Our vision is a world where every child survives cancer.

We also support families while they go through cancer treatment, and while they navigate life after it. How do we do this?

- By funding programmes that provide financial support for families facing childhood cancer, including expenses for accommodation, and travelling to and from the hospital.
- By offering ‘amazing days out’, including trips to the circus and theme parks. Our activities offer some light relief from treatment, creating pockets of fun, joy and lasting memories of time spent together as a family, away from the hospital.
- By providing them with the tools, resources, and network they need to feel confident and empowered during this chapter of their life.

JOB TITLE:	Supporter Care Administrator
SALARY:	£25,000 + Benefits
CONTRACT:	Permanent
WORKING HOURS:	Full-time
LOCATION:	London (Office based)
REPORTING TO:	Supporter Care Manager
INTERNAL BANDING:	Band F

Main purpose of position

To support Children with Cancer UK (the Charity) with excellent supporter care, effective data entry, batching, banking and thanking donations and also provide administration for team enquiries. The majority of the role will be to process supporter donations accurately and quickly, plus be the first point of contact for supporter queries to the charity via phone, email and in writing.

Background information

Children with Cancer UK is the leading national children's charity dedicated to the fight against childhood cancer. Our aims are to determine the causes, find cures, improve treatments and provide care for children with cancer.

Our work started with a promise.

We were founded in 1988 following the death of 14-year-old Paul O'Gorman to leukaemia and, just nine months later, his sister Jean, also to cancer. Before his death Paul's parents promised to help other children with leukaemia and, today, we fund life-saving research into childhood leukaemia as well as all other forms of other childhood cancers.

- **We fund life-saving research** to improve our understanding of childhood cancer and to find safer, more effective treatments for all young patients.
- **We fund innovative welfare projects** to help children and families in their fight against childhood cancer.
- **We campaign and raise awareness** of childhood cancer, to protect more children and give more young cancer patients a brighter future.

Key priorities and relationships

- To log and update supporter details onto the database accurately and quickly.
- To deal with queries by letter, email, or telephone appropriately and in a timely fashion.
- To take donations over the phone.
- To batch donations received to the charity via cheque, bank transfer, voucher, cash and via online platforms onto the database accurately and quickly.
- To write thank you letters, and other correspondence as required.
- To effectively cross sell fundraising during contact with supporter as agreed in the supporter journey (as appropriate)
- When required, sort incoming post and distribute to the relevant teams and people in the office in a timely fashion.

Duties and Key relationships

- To answer telephone queries relating to other departments as necessary.
- To volunteer at our charity events when required e.g. London marathon, special events, etc.
- To assist the team and manager in any other duties as required.
- To deal with queries from supporters affected by cancer and to refer them to other external sources if necessary.

Person Specification

Job title:

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ul style="list-style-type: none">• Excellent attention to detail• Good I.T. skills including data entry.• Ability to work quickly, accurately and efficiently.• Excellent written English including spelling and grammar.• Numerate (e.g. for dealing with credit card transactions)• Professional, confident, and friendly telephone manner to work with a wide range of people and suppliers.• Ability to pick up new processes and tasks quickly and work independently.• Ability to work with a wide range of people and suppliers.• Ability to manage a varied workload without close supervision.• Methodical, proactive approach• Excellent general administrative skills• Able to use own initiative	Using software to produce reports	Telephone interview, interview, test at interview
Experience	<ul style="list-style-type: none">• Excellent working knowledge of customer/supporter databases.• Good working knowledge of Excel, Word, Outlook.• Experience of office work and administration.• Experience of customer services and liaising with customers by phone, post and email.	<ul style="list-style-type: none">• Knowledge of Salesforce• Proof-reading	Previous job history
Other requirements	<ul style="list-style-type: none">• Customer service oriented (e.g. confident and cheerful telephone manner.)• Team worker.		Telephone interview, interview

This job description outlines the current main responsibilities of the post. However, the duties of the post may change and develop over time and this job description may therefore be amended in consultation with the post holder.

Brand Values

Our brand values are not what we offer, but what we stand for. They're the beliefs and principles that we live by.

Commitment

Our commitment and determination is unrelenting. We will work tirelessly, and we will not stop until every child survives.

Community

We strive to create an inclusive community of patients, families, scientists, fundraisers, and anyone else who wants to join us. Every person is important, and our door is always open.

Collaboration

Sharing key knowledge, information, and resources with others in our field increases the likelihood of curing cancer. When one of us wins, we all win.

Useful Links:

Our Story

<https://www.childrenwithcancer.org.uk/about-us/who-we-are/our-story/>

Our Mission

<https://www.childrenwithcancer.org.uk/about-us/what-we-do/>

What we do: Children with Cancer UK

<https://youtu.be/bObFR9gRZ68>

Person Specification Other information

At Children with Cancer UK we value diversity, and we are committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. The statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.

How to apply –

To express an interest in this role and to be considered for it, please submit the following via email to david.shaw@childrenwithcancer.org.uk

- A detailed and up-to-date CV
- A supporting statement that addresses the essential skills and competences and outlines your motivation for applying (no longer than three pages of A4)
- Two referees that you are happy for us to contact at the shortlisting stage
- Details of your availability on the dates provided in the indicative timetable

The closing date for applications is 19.03.2024

If you have any queries in relation to the application process, please do not hesitate to call us on 020 7404 0808.

If you have any queries about any aspect of the appointment process, need additional information or wish to have an informal and confidential discussion, then contact us on 020 7404 0808 and we will be pleased to take your call.

Every day more than 10 children and young people are diagnosed with cancer in the UK.

8 out of 10 young childhood cancer patients can be successfully treated thanks to vital, specialist research we helped fund.

We need to develop safer, kinder and more effective cancer therapies for children, with fewer toxic side effects. We strive to ensure that we are doing everything we can to improve the lives of children with cancer.



We fund Research



We fund Welfare



We raise Awareness

Children with Cancer UK
Third Floor
21-27 Lamb's Conduit Street
London
WC1N 3NL