



t 020 3983 7616
w cancersupportuk.org
e hello@cancersupportuk.org

a Cancer Support UK
Citibase Millbank Tower
21-24 Millbank
London
SW1P 4QP

Participant and Admin Support Coordinator

Salary: £25,000-£28,000 per year

Location: Remote working, hybrid working and office based all considered. (Head office - Millbank, London)

Hours: Full time (35hrs per week) Monday – Friday

During group cycles (6 week blocks throughout the year) the post holder will be required to work evenings (until 8pm) on a rota basis with other members of the Cancer Coach team.

Hours outside of cycles are 9am- 5pm.

Contract: Permanent

The post holder will be responsible for administrative, operational and logistical duties relating to the Cancer Coach service, with particular focus on participant experience. Working in collaboration with the Head of Service to maintain the efficient delivery of our Cancer Coach groups, the role will ensure that all applicants and participants have a well-supported, high quality interaction with the service.

About us

Cancer Support UK is a national charity which provides practical and emotional support to people living with cancer, both during and after the treatment period. We support people with all kinds of cancer across the UK.

We are a collaborative and purpose led organisation that puts our people and those we aim to support at the heart of everything we do.

Cancer Coach is a series of six weekly peer support group sessions held via video call or telephone. Run by our own Cancer Coaches, the sessions take participants through a series of strategies, techniques and exercises, which can help them on their recovery journey.

About you

We are looking for an individual who is experienced in large scale administrative coordination of a busy service, as well as someone who is confident in interacting with service users who feel emotionally vulnerable and may be experiencing emotions such as anxiety and low mood.

You should be well organised, proactive and have strong attention to detail. The ideal candidate will be a strong communicator, able to work independently as well as collaboratively with the wider team and be committed to the aims of Cancer Support UK.

for as long as it takes

Main duties and Responsibilities

- Management of the Cancer Coach inbox, responding quickly and efficiently to all enquiries, ensuring a high level of service is delivered at all times.
- Management of the participant journey through Cancer Coach, from initial application to completion of group including; assessing applications, sending out booking emails and joining information, sending out pre and post group surveys, monitoring group attendance.
- Assessing suitability of applications to join a support group against group criteria, speaking to applicants on the phone where required and providing signposting where applications are unsuitable.
- Coordinating group scheduling and setup, ensuring bookings are managed efficiently across the group schedule and that groups run smoothly
- Management of all participant records on our CRM system, keeping accurate and up to date records
- Working with the Head of Service to identify and implement process improvements on an ongoing basis to ensure participant experience remains of the highest quality.
- Provide safeguarding support to participants and volunteers including identifying and recording safeguarding issues and escalating quickly where required
- Provide safeguarding and technical support for daytime and evening groups (evening groups on a rota basis)
- Assisting the Head of Service in collation and co-ordination data and feedback for reporting purposes
- Carrying out other such reasonable duties as may be required.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

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Person Specification

Essential

- Able to demonstrate excellent administrative and organisational skills, with the ability to manage multiple tasks and competing deadlines.
- Experience of supporting the coordination, administration and delivery of a large scale support service
- Experience of having conversations with and supporting vulnerable people with a range of emotional support needs
- Experience of keeping and maintaining accurate records
- I.T literacy including strong working knowledge of Microsoft 365 systems

Desirable (training provided where required)

- Knowledge of safeguarding procedures
- Basic knowledge of cancer types and treatments, an understanding of the common challenges faced during and post diagnosis

Application Instructions

Apply via Charity Job below:

<https://www.charityjob.co.uk/jobs/participant-and-admin-support-coordinator/848167?tsId=8>

Please ensure that along with your CV you provide a cover letter detailing how your skills and experience meet the requirements of the role. Applications without a covering letter will not be shortlisted.

Please direct any queries to the Cancer Coach Head of Service, Charlotte Poulter, on cpoulter@cancersupportuk.org

for as long as it takes