

Children with Cancer UK

Candidate Pack



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:	Administrator
SALARY:	£27,000 per annum
CONTRACT:	Fixed term – 3 months
WORKING HOURS:	Full time
LOCATION:	London – office based or hybrid
REPORTING TO:	Head of Supporter Care and Services
CLOSING DATE:	Wednesday September 2 nd 2026

Role Overview

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 a leading children's cancer charity dedicated to raising and investing funds into vital specialist research to save the lives of children with cancer. Our mission is to improve survival rates and the quality of survival in young cancer patients and to find ways to prevent cancer in the future. What began as a small memorial charity in 1988, has evolved into a major force raising more than £300 million and investing in over 200 research projects to help fight the injustice of cancer in children.

Main Responsibilities

- To allocate work across the team on a weekly basis
- Be the main contact for Supporter Care queries from other teams in the absence of the Head of Supporter Care and Services
- Manage all process documents and make sure that they are all up to date. Review processes and simplify where possible
- Manage training the team on downloads and simplifying these where required
- 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	• 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	• 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.	• Knowledge of Salesforce • Proof-reading	Previous job history
Other requirements	• 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.

Equality, Diversity and Inclusion

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

Please submit your CV and cover letter as one document e.g. PDF or Word document.

All applications will be reviewed and considered by a member of our team and those applicants who appear to match our requirements will be contacted.

Use of Artificial Intelligence (AI)

The charity recognises that candidates may use Artificial Intelligence tools to support aspects of the recruitment process. Candidates may use AI tools for research, preparation or to support written applications; however, all submitted work must accurately represent the candidate's own skills, experience and suitability for the role.

Candidates should disclose if AI has been used in preparing application materials or completing any assessment activity. Failure to appropriately disclose significant use of AI-generated content may impact the recruitment process.

You must be eligible to work in the UK to apply for this vacancy.