



Children with Cancer UK
Candidate Pack



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

Job description

Job title:	Family Liaison Manager
Contract:	Permanent
Location:	Hybrid – Office 3 days a week (21-27 Lamb's Conduit Street, London, WC1N 3NL)
Reporting to:	Head of Supporter Care and Services
Direct reports:	None
Salary range:	£35,000-£40,000 (based on experience)
Closing date:	Sunday 1st November 2026

Role overview

We are seeking a Family Liaison Manager to lead on developing our approach to managing & maintaining relationships with the charity's key stakeholder – childhood cancer patients & their families.

This will involve reinventing their experience engaging with the charity, ensuring they are aware of our family welfare offering and launching a patient/family involvement group to ensure their perspective is central to the work of the charity.

This is a new role within the charity and aims to position us as a 'go to charity' for patients and families at any point of the experience. This is an exciting opportunity to expand and develop this groundbreaking service into the future and to interact with and help those experiencing childhood cancer.

Children with Cancer UK

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

Strategy

- Work with the Welfare committee to establish, implement and review the charities Family Welfare strategy.

Building relationships

- Be the face of Children with Cancer UK to the families we support, building long-term relationships with them and establishing trust and confidence, ensuring support is always fit for purpose.
- Act as a long-term point of contact for advice, information and opportunities for connection. Offer practical support to patients and their families, making initial and ongoing contact to Children with Cancer UK's new family sign ups.

- Manage external relationships with organisations we partner with to develop our family welfare service. For example, Spread a Smile and Beads of Courage.
- Work closely with the Marketing and Communications team to identify patient stories to be captured for our website and marketing materials.
- Market and recruit families to visit the charity's new retreat venue in Yorkshire with occasional travel to the venue. Act as a family liaison in the buildup, during and after their holiday, to ensure a positive experience.
- Attend identified conferences that will help promote our offering to the stakeholders in the sector

Information and services

- Manage a database of families who we support, collect essential data and ensuring this is inputted into Children with Cancer UK's database systems and provide analysis.
- Build up a good knowledge of childhood cancer – keeping up to date with knowledge and trends.
- Guide families to the support and information is available to them, identifying opportunities to further improve our service offering and escalating to the relevant teams.
- Devise tools to market CwC UK's Family Welfare offering, including the rollout of new services.

Patient & Public Involvement and Engagement

- Devise tools to market CwC UK's Family Welfare offering, including the rollout of new services.
- Building and defining role/objectives of a unit of patients and their families who have been impacted by childhood cancer and defining a remit for this group within the context of the charity.
- Ensuring the patient voice is integrated across functions – research, marketing, fundraising etc
- Creating opportunities to convene this community via the charities activities such as grant calls, research events and fundraising events.

Cross-team collaboration

- Ensure Children with Cancer UK policies and procedures (including safeguarding), are always upheld, and a high quality and personal service is delivered.
- Work closely with the Retreat and Operations Manager based in Yorkshire to help increase sign ups to the newsletter and create onward journeys
- Contribute to the culture of the organisation, actively supporting wider organisational activities including attendance at key fundraising events such as the gala and London Marathon.
- Work in accordance with the organisation's Vision, Mission and Values and all policies and procedures.

- Support a culture of care for the team, volunteers and the families that we work with, including appropriate responsibility for safeguarding. Follow the organisation's safeguarding policy and procedures at all times.

Person Specification

	Essential	Desirable
Experience	• Knowledge and experience of direct work with parents and carers, children and young people and/or families. • Understanding of Safeguarding for children and vulnerable adults. Willing to be trained and be part of the Safeguarding Team. • Good working knowledge of Microsoft Office. • Working knowledge of Salesforce and Marketing Cloud preferred.	• Possible 'lived experience' of childhood cancer
Skills & Abilities	• Excellent Listening skills • Excellent interpersonal and communication skills. • Ability to work both independently and as a member of a team. • Excellent organisational and time management skills. • Strong networking and relationship building skills. • Ability to work hours in a flexible way, including evenings and weekends to meet need	
Other attributes	• Committed to working hard in an inclusive environment and want to make a positive difference to the families we support. • You will have a genuine interest in building supportive relationships and helping people; you understand processes of grief, loss, and change - and how best to help others deal with its impact. • A warm, inclusive approach to achieving goals quickly and correctly. • Practical and people oriented. • Seamless partnership working, excellent communication and stakeholder engagement.	

Please note: If you don't match all our essential criteria but have other relevant

experiences and skills, please do apply. We would love to hear from you.

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

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

Applications should represent the candidate's own experience and perspective. While AI tools may be used for guidance, responses must reflect your personal experience and may be discussed in detail during the selection process.

If you require any reasonable adjustments during the application or interview process, please contact us at hr@childrenwithcancer.org.uk

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. If you have not heard from a member of our team within the next eight weeks, please assume that you have not been successful on this occasion and due to high volume of applications, we are unable to provide individual feedback.

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