
Job Purpose

To support Axminster and Lyme Cancer Support (ALCS) with client support, including supporting the co ordination of volunteers , referrals to professional partners and future planning of client support and events/workshops.

Reporting To

Charity Managing Director (CMD)

Duties and Responsibilities

- Manage day-day communications with clients, including new clients, to enable them to access appropriate support from ALCS, following charity guidelines. This communication will be across multiple channels including face to face, via email, Whatsapp and text. (ALCS mobile provided). Monday is our main day for new clients as it is our open Drop in .
- As part of the ALCS team, create a welcoming, safe and calm environment for anyone affected by cancer. At times this may involve listening, signposting and supporting those who are distressed or have recently received difficult news; the successful candidate will need balance client needs, professional boundaries and their own well-being.
- Keep database and records up to date to ensure accurate reporting.
- Help to organise client focused ad hoc and regular workshops/events (for example fermented food workshop, weekly drop in and young person support group). Work within agreed timelines, budget and brief for such events.
- Help to co-ordinate the volunteers who offer client support. Recognise we all have a responsibility to support the wellbeing of the team.
- Be an active part of the ALCS community, this will include attending client drop in on a Monday and working on a Tuesday to do the administrative aspect of the role.
- Liaise with team to provide quarterly reports based on client data and feedback for committee/trustees.

Person Specification

An understanding of the impact of cancer (direct or indirect) is important for this role.

Essential Skills

- Strong organisational skills
- IT literate, be able to generate excel/word documents, use email etc.
- Excellent time management skills
- Outstanding communication/listening skills
- Ability to stay calm under pressure
- Be a team player and know when to ask for support
- Problem-solving ability
- Ability to prioritise tasks, referrals and time

Essential Characteristics

- Commitment to Axminster and Lyme Cancer Support
- Ability to relate to people from all walks of life
- Flexible and creative approach
- Detail conscious

Desirable

- Knowledge of Axminster and Lyme Cancer Support

Additional Information:

- This role will be 10 hours split between a Monday and Tuesday at Cross Keys House, Chard Street, Axminster EX13 5EB.
- All reasonable expenses are covered, mobile phone provided for work calls.
- We would recommend any candidate who has been affected by cancer to be at least 2 years post finishing treatment.

Salary and Holiday

- £14-£18 hourly rate depending on experience, to be paid monthly.
- Pension on an opt-in basis
- Holiday 28 days annually (pro rata) plus bank holidays
- Access to training & support within ALCS