



cancer fund
for children

INFORMATION PACK

Supporter Care Administrator

May 2026



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WELCOME

Dear Candidate,

Thank you for your interest in the role of Supporter Care Administrator with Cancer Fund for Children.

This is an exciting time for the charity as we expand our therapeutic services for children, young people, and families across the island of Ireland. We are in the process of construction of our second Daisy Lodge short break centre, while raising vital awareness of the impact cancer has on families and the urgent need for greater support.

We are committed to recruiting and developing passionate, positive, and enthusiastic individuals who are dedicated to supporting families affected by cancer, and who are inspired by the mission of Cancer Fund for Children - to empower, connect and strengthen children and young so they feel equipped to cope with the emotional impact of cancer.

In this information pack, you can find out more about becoming part of Cancer Fund for Children's team. Our organisation lives by our values:

Powerful Connections – We nurture impactful relationships between the young people and families we support, within our communities and stakeholder networks, and across our staff team.

Bold Ambition – Our vision drives us to go further, reaching more young people with greater impact. We embrace bold aspirations and turn ambition into action. By aiming high and pushing boundaries, we make extraordinary things possible.

Integrity – We build trust through honesty and openness, upholding the highest standards of transparency and accountability, and ensuring our actions reflect our words and beliefs.

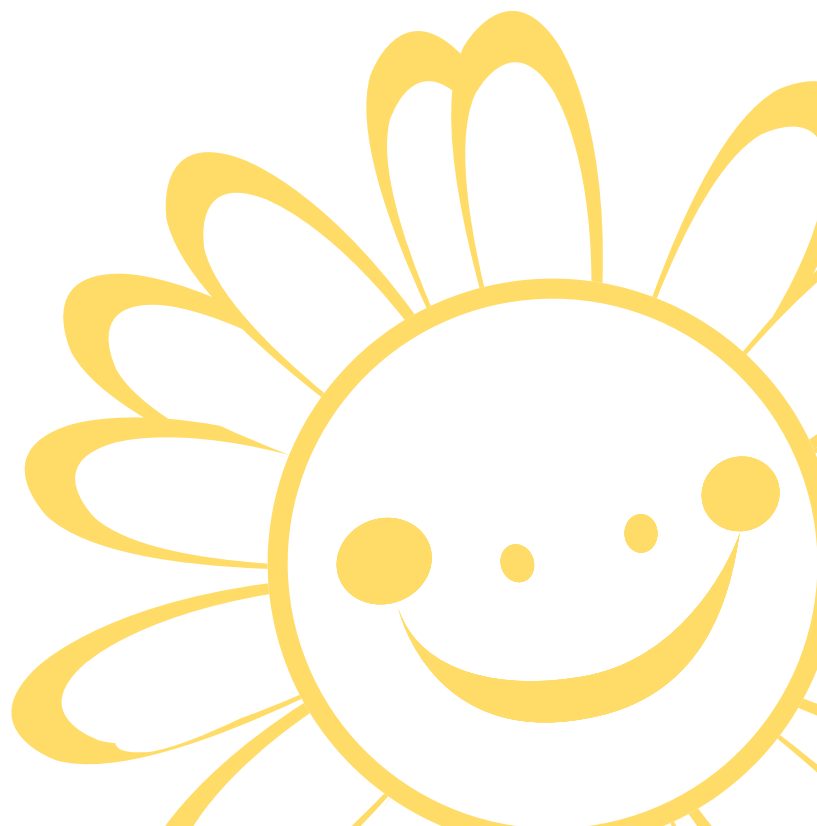
They shape our vision and drive our mission, guiding our decisions, actions, and relationships.

We believe this is what makes Cancer Fund for Children a great place to work.

Thank you for your interest in joining our team — we look forward to receiving your application.



Phil Alexander,
CEO



OUR STORY

No child should face cancer alone.

Cancer Fund for Children is an ambitious charity with a vision that every child impacted by cancer should receive the right emotional support at the right time, no matter where they live on the island of Ireland.

The charity was founded in 1973 by Margaret McAlpine MBE who was a teacher who had been recruited to provide continuity to children's education whilst they were receiving treatment on the wards at Belvoir Park Hospital in Belfast. Over the following years, Margaret recruited a range of volunteers, including consultant oncologist Dr George Edelstein, to form a Board of Trustees to help deliver a range of practical and financial support to families impacted by childhood cancer. This evolved into residential support with the purchase of Shimna Valley House in Co. Down in 1996. Shimna Valley provided families caring for a sick child with a tranquil space to spend quality time together, far removed from the stress of hospital wards and treatment routines. Shimna Valley was the forerunner to Daisy Lodge, which was opened by professional Golfer, Rory McIlroy 2014.

Over the last 20 years, our Board of Trustees has helped shape Cancer Fund for Children into the charity it is today, bringing in skilled, passionate staff to support families through therapeutic services and fundraising. As a result, we've grown into one of the leading charities supporting children and young people affected by cancer.

At Cancer Fund for Children, we believe that the voice of young people is at the heart of everything we do. We employ people who are compassionate, skilled, and driven to make a real difference in the lives of the families we support.



WHAT WE DO

Cancer Fund for Children provides a wide range of support to children and young people impacted by cancer and their families. You will find more information on our website at cancerfundforchildren.com.

Connections Team

Our Connections Team is the first point of contact after a referral, ensuring families feel heard, supported, and informed about Cancer Fund for Children's services. Each family is assigned a dedicated Connections Support Worker who regularly checks in to assess their needs and provide additional support where required.

Hospital-Based Support

Two Youth Support Workers offer age-specific support to adolescents and young adults (13-24) in all hospitals where they receive cancer treatment. We run a monthly group programme and therapeutic short breaks to help young adults connect with peers facing similar experiences.

Community-Based Support

Our Cancer Support Specialists work one-to-one with children, young people, and parents at home and in the community, providing support when and where it's needed most. We also facilitate group programmes that foster peer support for young people affected by cancer and for those who have experienced bereavement.

Youth Engagement

Our Youth Engagement Team ensures that young people's voices are at the heart of Cancer Fund for Children, empowering them to influence policy and practice. Our Youth Engagement Groups have completed training in recruitment and selection, teamwork, advocacy, presentation skills, leadership, and more. Young people actively participate on interview panels and have shared their experiences of cancer at a variety of speaking events.

Daisy Lodge

Therapeutic short breaks at Daisy Lodge in Newcastle, Co. Down offer families quality time together in a safe, supportive environment. Feedback shows that after their stay, 90% of families felt more hopeful, 95% felt better able to manage their situation, and 96% said their relationships were strengthened.

As Daisy Lodge is at full capacity, we are building a second therapeutic centre near Cong, Co. Mayo, which will more than double our annual short breaks, increasing family members served from 1,800 to 4,000.



OUR VISION, MISSION AND VALUES

Our Vision

Our vision is that no child faces cancer alone.

Our Mission

Our mission is to empower, connect and strengthen children, young people and their families so they feel equipped to cope with the emotional impact of cancer.

Our Values

At Cancer Fund for Children, our values are the foundation of everything we do. They shape our vision and drive our mission, define who we are, how we behave and how we collaborate with others.



Powerful Connections

Powerful connections are at the core of our organisation. We nurture impactful connections between the young people and families we support, with our communities and stakeholders, and across our all-island staff team.



Bold Ambition

Our vision drives us to go further, to reach more young people with greater impact. We embrace bold aspiration and turn ambition into action. By aiming high and pushing boundaries, we make extraordinary things possible.



Courage

We have the courage to lead and have difficult conversations. We embrace open communication and address sensitive topics, always with the intent of empowering those we support and those we work alongside.



Compassion

Compassion guides our work to create safe spaces, offer genuine care, and approach others with kindness. We aim to ensure every person we interact with feels seen, heard, and supported.



Integrity

We build trust through honesty and openness, upholding the highest standards of transparency and accountability, and ensuring our actions reflect our words and beliefs.



Collective Responsibility

Each one of us plays a vital role in achieving our collective goals. We take personal ownership of our actions and support each other to ensure that as a team we reach our shared vision.

OUR STRATEGY

As we are coming to the end of our 2021-2025 strategy we are in the process of reviewing and developing our next five-year strategy.

You can read our current strategy [here](#) but we have included an overview of our six strategic pillars.

Services: To ensure every child and young person has access to Cancer Fund for Children services.

Engagement: We will ensure that the voices of children, young people and their families impacted by cancer are amplified across the island of Ireland.

Supporting and Funding our Work: We will develop a dynamic and visionary funding strategy that builds diversified and sustainable levels of income from the public and strategic funding partners.

Awareness: We will demonstrate the impact and value of our vital services whilst raising awareness of Cancer Fund for Children.

People: We will foster a high-performing, well-resourced, inclusive and values driven culture that enables our team to thrive.

Governance and Infrastructure: We will ensure that our organisational infrastructure and governance are fit for purpose and aligned with our evolving needs and aspirations.



JOB DESCRIPTION

Role:	Supporter Care Administrator
Reporting to:	Supporter Care and Data Lead
Liaises with:	Supporter Care & Data Team, Fundraising Team, Finance Team
Salary Scale:	Pay Points 24-25 {£23,246.07 - £24,764.29}
Hours:	35 hours per week
Location:	HQ Belfast / Hybrid working
Duration:	Permanent
Closing Date:	12th June 2026

Cancer Fund for Children's mission is to ensure that no child or young person across the island of Ireland has to face cancer alone. The charity has over 30 years' experience delivering support and services to children, teenagers and young adults living with cancer and their families.

Our aim is to connect, empower and strengthen children and young people and their families so they are better equipped to deal with the impact of cancer. We do this by providing emotional and social support in the family home, in communities across Ireland, on the hospital ward and at our therapeutic short break centre.

This is an exciting time to join Cancer Fund for Children as we embark on a new organisational strategy and strive to improve our reach and engagement in communities across the island of Ireland.

Role Overview

Our Supporter Care and Data Team are a dedicated group of professionals driven by a common purpose. We come together with diverse skills, backgrounds, and experiences, united in our commitment to deliver an excellent standard of supporter care and making a positive difference in the lives of children and families affected by cancer.

The post holder will be responsible for administering donations to Cancer Fund for Children within specified turnaround times and to provide an efficient supporter care function, with the aim of maximising the lifetime value of the supporter. The post holder will join a team who are dedicated to building and sustaining meaningful relationships with our supporters, they will strive to provide exceptional supporter care by utilising accurate and reliable data, while adhering to best practice on data protection. They will be a key point of contact for all supporter-related inquiries, requests, and concerns. This role requires excellent interpersonal skills, attention to detail, and an enthusiasm for making a difference in the lives of others.

JOB DESCRIPTION

1. Main Duties:

1.1 Supporter Care Administration

- Accurately enter and process all donations (cash, credit/debit card, bank transfers, online giving, Direct Debits, Payroll Giving) on the CRM database ready for lodgement. This is to be completed expediently whilst ensuring the highest levels of accuracy, timely thanking and receipting of all donations.
- To ensure all activity is carried out in full compliance with Cancer Fund for Children financial policies.
- Liaise with the Fundraising Team and Finance Team to ensure all donations are correctly coded on the CRM database for Account IQ.
- To complete notes section on CRM database to alert colleagues of required actions.
- To undertake Supporter Care Outbound calls and record on CRM database.
- To ensure that all supporter concerns/feedback are dealt with efficiently and effectively.
- To take ownership of the role and to ensure any problems/issues are highlighted immediately to the Supporter Care and Data Lead and/or Supporter Care & Data Optimisation Manager.

1.2 Direct Debits

- Making welcome calls to new supporters and sending welcome packs in the post/online.
- Data entry/importing of Direct Debits.
- Ensure all Direct Debit mandates are received and entered onto the CRM database and Access PaySuite platform within the required timeframe, and that any cancellations or amendments are promptly updated across systems.

1.3 HMRC Gift Aid and Revenue Tax Efficient Giving Scheme

- To assist the Supporter Care & Data Lead in compiling HMRC Gift Aid and Revenue Tax Efficient Giving Scheme claims.
- Liaise with the Supporter Care & Data Lead and the Finance Team to ensure all claims are in line with HMRC and Revenue regulations

1.4 Data Quality & Integrity

- Database maintenance, regular cleansing and updating of supporter records ensuring accurate and current information is available.
- To support the on-going development of CRM database to ensure it is sufficiently robust to meet the growing demands of the department.

JOB DESCRIPTION

1.5 Administrative Duties

- To support the wider Fundraising Team in preparing and distributing campaign packs
- To offer additional administrative support to the wider Fundraising TeamUndertake any other reasonable duties as requested by your manager to contribute to the overall aims of Cancer Fund for Children.

1.6 General

- Telephone, reception, and general administrative duties, as required.
- Undertake specific project work as assigned by the Supporter Care and Data Lead and/or Supporter Care & Data Optimisation Manager.
- To be available for ongoing professional development/training opportunities.
- To represent Cancer Fund for Children as directed by the Supporter Care and Data Lead and/or Supporter Care & Data Optimisation Manager in line with Cancer Fund for Children's values.

PERSON SPECIFICATION

<u>Key Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<i>Qualifications</i>	<ul style="list-style-type: none"> • A minimum of 5 GCSE's (or equivalent) at Grade C or above, of which two must be English & Maths. & • At least two years of working in a busy Supporter Care / Customer Services Team. 	
<i>Experience / Knowledge</i>	<ul style="list-style-type: none"> • Excellent and accurate data entry skills to ensure data integrity and quality on the fundraising CRM database. • Technical ability including a high level of computer skills in a range of software packages including Microsoft Office and CRM database systems. • Experience of cash handling and processing, preferably with G4S or a similar secure cash management provider. • 	<ul style="list-style-type: none"> • Experience of working within a charity. • Knowledge of the charity sector in Northern Ireland and ROI.
<i>Competencies</i>	<ul style="list-style-type: none"> • Communication: excellent telephone, communication and interpersonal skills. • Accuracy: can ensure data integrity and quality in relation to the fundraising CRM database. • Teamwork: can demonstrate strong team-working skills and the ability to liaise effectively with colleagues. • Adaptability: can work in different environments with a wide range of people and profiles. 	<ul style="list-style-type: none"> • Knowledge of issues relating to children, young people and families dealing with cancer.

PERSON SPECIFICATION

Key Criteria	Essential	Desirable
Job Circumstances	<ul style="list-style-type: none"> • Resilience: maintains focus on achieving agreed outcomes and demonstrates persistence in the face of challenges. • Efficiency and drive: effectively manage and prioritise multiple tasks, perform well under pressure to deliver high-quality results, and demonstrate persistence in achieving goals. • Ability to travel as required • Ability to travel independently – Cancer Fund for Children defines this as being a car driver and a holder of driving licence or having access to a form of transport which will permit the applicant to meet the demands of the role. • Commitment to the aims, objectives and values of Cancer Fund for Children. 	<ul style="list-style-type: none"> • Ability to work flexible hours including evenings and weekends, if required.

This job information is not intended to be either restrictive or definitive. It is important to note that the responsibilities of the post may change to meet the evolving needs of the charity.

NB: The organisation reserves the right to enhance the above criteria to facilitate short-listing.

WHY WORK FOR US?

At Cancer Fund for Children, our work is rooted in compassion, empathy, and a deep commitment to supporting children, young people, and families affected by cancer. By joining us as a Supporter Care Administrator, you will play a vital role in ensuring every supporter feels valued, informed, and connected to the impact of their generosity.

This is more than an administrative role - it is an opportunity to be part of a passionate and purpose-driven team that makes a meaningful difference every day. You will be at the heart of our fundraising efforts, helping to build lasting relationships with supporters whose contributions enable us to deliver essential services and create safe, nurturing spaces for families during incredibly challenging times.

We are proud to foster a supportive and collaborative working environment where every team member is encouraged to grow, contribute ideas, and feel a sense of belonging. Your attention to detail, communication skills, and commitment to excellent supporter care will directly influence the success of our mission.

In return, we offer the opportunity to:

- Be part of a respected and impactful charity with a clear purpose
- Work alongside passionate and dedicated colleagues
- Contribute to meaningful change in the lives of the children and families we support
- Develop your skills in a supportive and values-driven environment

If you are motivated by making a difference and take pride in delivering outstanding service, Cancer Fund for Children offers a rewarding and fulfilling place to build your career.



WHAT WE OFFER YOU

We value and take care of our team. At Cancer Fund for Children, we offer employees:

Staff Development

- Organisation Wide Training Budget linked to Role, Strategic Plan, Individual Requests and Competencies
- Induction Programme
- Personal Development Plans
- Ongoing Supervision
- Continued Personal Development Support
- Regular Staff Information Days

Work Life Balance

- Standard 35 hour working week
- 28 Days Annual Leave and 11 Statutory Days
- Fixed Christmas Closure (requires 3 days annual leave)
- Day off for your Birthday
- Flexible Working Opportunities
- Time Off in Lieu (TOIL) in compensation of additional hours worked
- Career Breaks
- Family Friendly Policies

Social, Physical and Mental Health Wellbeing

- Health & Wellbeing Committee delivering organisational-wide initiatives
- Mental Health First Aiders
- Benenden Health Care Plan
- Cross-department team-working/volunteering opportunities

Financial Reward and Recognition

- Annual Increment to Top of Scale
- Pension Scheme
- Work Related Professional Membership Fees Paid
- Mileage Allowance at HMRC Rate
- Free Onsite Parking



HOW TO APPLY

Please complete the Application Form and Equal Opportunities Monitoring Form for this role. The deadline **for applications is Friday, 12th June at midday**. Applications should be made by email to: hr@cancerfundforchildren.com.

If you have any queries about the role or the application process, please contact hr@cancerfundforchildren.com.

Equality Monitoring and Criminal Convictions Disclosure

Along with the application form, you will be asked to complete the Equal Opportunities Monitoring Form.

Shortlisted applicants will also be asked to complete a confidential disclosure form regarding any unspent criminal convictions. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

The Disability Discrimination Act defines disability as a 'physical or mental impairment which has a substantial and long-term effect on the person's ability to carry out normal day-to-day activities.

If you consider yourself to have a disability relevant to the role you are applying for, please contact our People & Culture Team. They will ensure your application is handled fairly and will endeavour to put in place any necessary arrangements or reasonable adjustments to support you both during the recruitment process and, if successful, in carrying out your duties.



TIMELINE


Application Form and Equal Opportunities Monitoring form to be received no later than **Friday, 12th June 2026 at midday.**

Interviews

Interviews will take place **on 23rd, 24th and 25th June 2026** at our head office in Belfast.

Equal Opportunities

Cancer Fund for Children is an equal opportunities employer and we welcome applications from all suitably qualified persons.'



Please address any enquiries relating to the advertised position, and your submission to:

Joanne Symington
People & Culture Officer
Cancer Fund for Children
E: hr@cancerfundforchildren.com

www.cancerfundforchildren.com