

cancer fund
for children

INFORMATION PACK

Individual Giving & Supporter Care Manager - All Island
July 2026



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WELCOME

Dear Candidate,

Thank you for your interest in the role of Individual Giving & Supporter Care Manager - All Island 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.

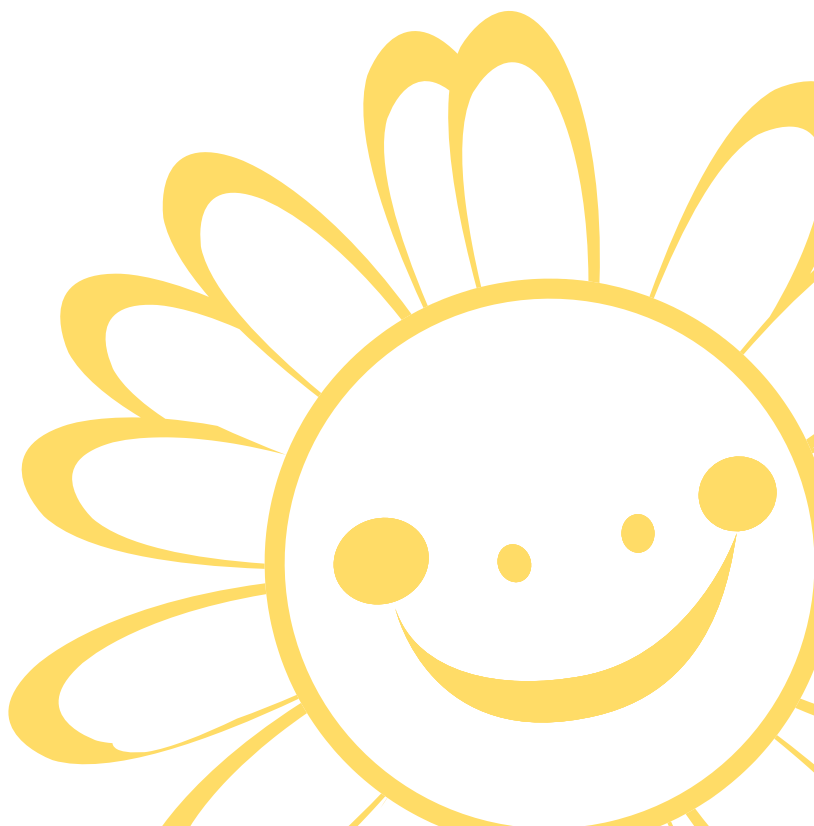
They shape our vision and drive our mission, guiding our decisions, actions, and relationships.

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. We have detailed below 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 are aligned with our evolving needs and aspirations.



JOB DESCRIPTION

Role:	Individual Giving & Supporter Care Manager - All Island
Reporting to:	Director of Development
Direct Reports:	Supporter Care & Data Lead & Individual Giving Lead
Salary Scale:	Pay points 42-48 {£39,486.08 - £45,405.49}
Hours:	35 hours per week
Location:	HQ, Belfast or Maynooth (Hybrid Working)
Duration:	Permanent
Closing Date:	Midday on 6th August 2026

Cancer Fund for Children's mission is to ensure that no child or young person across the island of Ireland faces cancer alone. The organisation 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

We are looking for an experienced Individual Giving & Supporter Care Manager to lead the development and delivery of our supporter acquisition and retention strategies on an all-island basis. This is a varied and hands-on role where you will lead multi-channel campaigns, driving supporter growth, income and lifetime value.

The role will focus on maximising engagement, stewardship and results. Optimising data intelligence to improve results is vital component of this role alongside CRM management.

JOB DESCRIPTION

The Individual Giving & Supporter Care team is a key driver of voluntary income at Cancer Fund for Children. We are an ambitious and growing team, focused on increasing supporter engagement and long-term income. You will play a key role in shaping our individual giving programme, testing new ideas, improving performance and ensuring our supporters feel inspired and connected to our work.

The role combines strategic oversight and hands on delivery, championing supporter centred best practice while ensuring data is used confidently and effectively to: Optimise fundraising performance and return on investment; Strengthen donor relationships and lifetime value; Enable robust forecasting, pipeline management and decision making; and provide insight, analysis and reporting that drives continuous improvement and strong performance.

The Manager is the fundraising lead for CRM, supporter data governance and GDPR compliance, ensuring data is accurate, accessible and actionable. They will work closely with the Director of Development and fundraising colleagues to support income growth through effective segmentation, targeting, journey optimisation and campaign analysis.

Donor Care sits at the heart of this role. The Manager will lead and develop the Donor Care function, ensuring supporters receive a high quality, responsive and empathetic experience, and that feedback, complaints and insights are used constructively to improve organisational practice and performance.

JOB DESCRIPTION

Main Duties:

1. Principle Duties and Responsibilities

- Provide strategic and operational leadership for Individual Giving and Supporter care across the organisation promoting strong performance, and embedding a culture of excellence, empathy, accountability and continuous improvement.
- Develop and implement best practice donor engagement and acquisition plan for the Individual Giving (IG) programme across the island of Ireland with ongoing monitoring and reporting on performance against Key Results.
- Develop and manage annual budgets, in line with the agreed Individual Giving Strategy, and ensure the monitoring and reporting of all income and expenditure on a monthly and quarterly basis.
- Identify plan, deliver and monitor opportunities to optimise transition from cash donation to regular gift across our existing donor base and activities/events/campaigns, identifying opportunities for digital channel recruitment, effectively managing attrition.
- Develop and implement a strategic donor stewardship plan to connect our donors meaningfully with the work of Cancer Fund for Children, demonstrating the impact of their donations and ensure their continued giving.
- Champion data driven decision making across the Fundraising Division, ensuring insight informs planning, performance and innovation.
- Maximise Individual Giving income through tax efficient giving opportunities and the management of well-planned and timed Annual Tax Campaigns in NI and ROI.
- Ensure all fundraising related complaints handling, ensuring all enquiries, donations, feedback and complaints are managed accurately, sensitively and in line with internal policies, regulation and best practice.
- Oversee supporter care service standards, response times and supporter satisfaction, using insight to drive continuous improvement.
- Ensure all supporter interactions are consistently and accurately recorded within the CRM.
- Contribute to fundraising and organisational strategy and actively support innovation and continuous improvement.
- Represent the organisation at relevant sector networks, training and learning events relating to supporter care, data and fundraising operations.
- Actively contribute to divisional management meetings and work collaboratively across departments to enhance supporter experience and fundraising effectiveness.

JOB DESCRIPTION

2. Data Governance, Integrity & Compliance

- Lead organisational best practice for supporter and fundraising data quality, accuracy, consistency and accessibility across all systems.
- Act as lead for GDPR and data protection compliance within fundraising and supporter-facing teams.
- Ensure regular data audits, cleansing activities and validation processes.
- Ensure appropriate data consent, preferences and suppression management.
- Work with IT and external suppliers to ensure CRM stability, system integrations and future development align with organisational needs.
- Deliver training and guidance to staff on data protection, CRM use and good data practice.

3. CRM Ownership & Data Optimisation

- Act as system owner for the fundraising CRM, ensuring it supports fundraising strategy, operational efficiency and supporter experience.
- Lead CRM development, enhancements and process improvement, translating fundraising needs into technical requirements.

4. Fundraising Insight, Reporting & Analytics

- Deliver high quality reporting and dashboards to support fundraising planning, monitoring and decision making.
- Develop and manage data selections and segmentation for appeals, campaigns and stewardship activity.
- Analyse supporter behaviour, trends and performance to identify opportunities for growth, retention and improved ROI.
- Provide insight and recommendations to Fundraising and Senior Leadership Teams.
- Manage relationships with third party analytics, insight or data suppliers where appropriate.

5. Supporter Journey Design & Experience

- Map, review and optimise end to end supporter journeys across acquisition, stewardship, development and retention activity.
- Work collaboratively with Fundraising, Communications, Brand & Marketing teams to deliver a joined up, personalised and consistent supporter experience.
- Use insight, feedback and data to test, learn and improve supporter engagement approaches.

6. Values, Compliance & Professional Standards

- Represent Cancer Fund for Children professionally at events, meetings and sector forums as required.
- Work collaboratively across teams and participate actively in organisational meetings, planning and development initiatives.
- Adhere to all organisational policies, procedures and regulatory requirements.
- Undertake any other reasonable duties in line with the seniority of the role.

PERSON SPECIFICATION

<u>Key Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<i>Qualifications</i>	• Third level qualification in data, business, marketing, fundraising or a related discipline • Minimum three years' experience in a marketing/ Individual Giving/ Supporter Care/ fundraising operations role	• Registered with the Social Care Council or equivalent in Health Youth Work. • Be able to demonstrate clear evidence of ongoing professional development
<i>Experience / Knowledge</i>	• Experience or knowledge of managing integrated direct marketing acquisition and retention campaigns across a range of media channels including Direct Mail. • Strong planning and project management skills with excellent attention to detail. • Strong analytical skills with experience of budget management and accurate reporting. • Excellent creative development skills including experience of writing or giving feedback on fundraising copy. • Excellent relationship management skills and ability to communicate in all forms (written, verbal, negotiation, presentation skills etc.) • Demonstrable success in leadership, managing teams and performance management. • Proven track record in working with others to devise and implement plans. • Experience in the preparation, monitoring and interpretation of budgetary information. • Demonstrate an awareness of the legislation and regulatory standards as they apply to fundraising in NI and ROI. • Significant, demonstrable experience of at least 3 years in a senior fundraising operations, supporter care, CRM, insight or data led role within the charity or supporter focused sector. • Strong working knowledge of fundraising data management, segmentation, selections and campaign tracking, with the ability to support income growth and improved ROI.	Experience working in a complex charity fundraising environment, ideally across multiple income streams. Knowledge of fundraising regulation and best practice (e.g. Fundraising Regulator, Charity Commission / Charity Regulator guidance). Experience of managing external suppliers or third party data, insight or analytics providers. Experience of operating across NI and/or ROI fundraising contexts. Relevant professional qualifications or ongoing professional development in data protection, CRM systems, analytics or fundraising leadership.

PERSON SPECIFICATION

<u>Key Criteria</u>	<u>Essential</u>	<u>Desirable</u>
	• In-depth understanding of GDPR, PECR and data protection responsibilities within fundraising and supporter care, including consent management, preferences and compliance processes. • Track record of delivering excellent supporter or customer experience across multiple touchpoints, ensuring accuracy, empathy and responsiveness and effectively managing complaints. • Experience working cross departmentally with fundraising, communications, finance and IT colleagues to deliver integrated and efficient operations. • Strong project management skills, with experience leading system improvements, process change or service development initiatives.	
<i>Job Circumstances</i>	• Willingness to travel across NI and ROI as required. • Full driving licence and access to a car. • Flexibility to work evenings and weekends where 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?

Cancer Fund for Children is a purpose-driven organisation with a clear and inspiring mission: to ensure that no child or young person across the island of Ireland faces cancer alone.

As our Individual Giving & Supporter Care Manager, you will have the opportunity to combine strategic leadership, innovation and supporter engagement to help deliver life-changing services for children, young people and families affected by cancer. Your work will directly contribute to growing income, strengthening supporter relationships and expanding our impact across the island of Ireland.

This is a particularly exciting time to join Cancer Fund for Children. As we continue to grow and expand our services across the island of Ireland, we are driven by an ambitious vision, to reach every child, young person and family impacted by cancer, ensuring that no one has to face their journey alone. You will play a key role in helping us achieve this ambition by building sustainable income streams, deepening supporter engagement and ensuring our fundraising operations are fit for the future.

Joining Cancer Fund for Children means becoming part of a passionate, ambitious and collaborative team that believes in the power of connection, compassion and shared responsibility. We encourage new ideas, support professional growth and empower our people to lead with courage, integrity and purpose as we work towards a common goal.

This is an opportunity to work in an organisation where your expertise will be valued, your ideas can make a real difference, and your contribution will help ensure that more children, young people and families receive the support they need at the most challenging times in their lives.



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 midday on 3rd August 2026**. 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.

Right to Work

All applicants must be legally entitled to live and work in the island of Ireland in accordance with relevant immigration legislation.

Dependent on place of residence you will be required to undertake ACCESS NI/GARDA VET checks.

Equality Monitoring and Criminal Convictions Disclosure

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

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 during the recruitment process and, if successful, in carrying out your duties.



TIMELINE

Application Form and Equal Opportunities Monitoring Form (NI applicants only) to be received no later than midday on 3rd August 2026.

Interviews

Interviews will take place on 6th August 2026

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