

Directorate

Corporate Services

Team

Volunteering

Reporting manager

Head of Volunteering

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The operations directorate provides professional support services for the organisation. Its role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals and achieving our vision. We do this through the development of commercial opportunities, legal compliance, finance, IT and facilities, business planning, people and organisational development, impact evaluation, insight gathering, innovation and strategy delivery.

The people and organisational development team supports the charity with recruitment and selection, onboarding, reward and recognition, HR policy and procedure, employee relations, performance management and talent and career management. It also includes learning and development, internal communications and engagement and the volunteering team and works to support our commitment to equity, diversity and inclusion.

Job purpose

Working closely with the volunteer coordinators, the key purpose of the role is to:

- Be the first point of contact for volunteering enquiries via email and telephone
- Provide administrative support in relation to volunteer opportunities, data records, recruitment of volunteers and matching volunteers with appropriate opportunities
- Assist with the production of mailings and other communications to volunteers which increase engagement with volunteering

Key tasks and duties

- To be the first point of contact for internal and external volunteering enquiries (email, written and telephone), responding efficiently and appropriately to individuals with a high level of customer service
- To administer volunteer expense claims and invoices in line with the charity's financial procedures
- To administer volunteer data records, ensuring these are kept accurate and up-to-date in accordance with organisational and data protection guidelines
- To be the team 'super user' of Breast Cancer Now's CRM database, Unity, supporting colleagues, extracting data and delivering reports, as required
- To oversee volunteer requests from external stakeholders, working with colleagues and volunteers to meet requests for local representatives, in line with policies, guidelines and best practice
- To assist in matching volunteers to activities in accordance with their interests, and in liaison with colleagues, including local representative and outreach activities
- To utilise a range of online platforms to recruit volunteers as required by the team, with a view to maximising our reach and involve more volunteers in our cause
- To produce mailings and communications which offer relevant opportunities to, and stay connected with, people interested in volunteering
- To provide practical and administrative assistance to the volunteering team, supporting with the arrangements for volunteer training, events and meetings
- To provide practical support in the creation of survey and evaluations for volunteering activity

General

- To be a proactive and effective team member, presenting a positive impression of the service.
- To work collectively and individually to promote a constructive and sensitive

approach to others from a variety of backgrounds, where the work of others is valued and respected

- To support the head of volunteering in the delivery of the organisational volunteering strategy, actively sharing your views and ideas
- To attend internal and external meetings, and to attend training as required.
- Adhere to all Breast Cancer Now's policies and procedures
- Any other duties within the scope and remit of the role, as agreed with your manager

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Of delivering excellent customer service	X	X
Of working on database packages and managing data	X	X
Of using a range of digital platforms	X	
Of working with a range of stakeholders to meet a variety of needs		X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Of working within the voluntary or health sector	X	
Of supporting volunteer programmes and/or working with volunteers	X	X
Of survey design/using survey tools, such as Microsoft Forms, Survey Monkey or similar	X	

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Excellent time management, planning and organisational skills	X	X
Excellent written and verbal communication skills	X	X
Excellent customer service skills, with the motivation to 'go the extra mile' to help people	X	X
Able to take a positive approach to change and to manage new ways of working		X
A hands-on approach, with the ability to work on own initiative, and able to offer solutions and ideas for improvement	X	X
An organised and methodical approach to administrative tasks, with attention to detail	X	
Willingness to undertake training to contribute to professional development		X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Awareness and understanding of breast cancer issues or other conditions	X	
Awareness of the emotional impact of working in an environment where breast cancer or other conditions are openly and frequently discussed		X

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Good working knowledge of customer service principles and etiquette	X	X
Good working knowledge of IT systems including Windows and packages including Microsoft Office (in particular Word, Excel, PowerPoint and Outlook)	X	

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Basic knowledge of the voluntary or health sector.	X	

Role information

Key internal working relationships

You'll work closely with the following:

- Research and public health directorate
- Engagement directorate, in particular: the public fundraising department including the community fundraising, mass participation and events teams.
- Volunteering team

Key external working relationships

You'll work closely with the following:

- Stakeholders who make requests for volunteer support, including healthcare professionals, corporate partners, other charities or groups
- Online platforms and digital agencies
- Volunteers and those interesting in volunteering

General information

Role location and our hybrid working model	<p>This role is based in our Sheffield office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	<p>35 per week, Monday to Friday</p>
Contract type	<p>Fixed term from Monday 13th October 2025 – Friday 15th May 2026.</p>
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.</p>

Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
Our commitment to equity, diversity and inclusion	We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

How to apply guidance

We hope you choose to apply for this role. In support of your application and in addition to you completing the application form, you're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated August 2025

Find out more about us at
breastcancernow.org

**BREAST
CANCER
NOW** The research &
support charity