



look good **feel better**

SUPPORTING WOMEN WITH CANCER

Programme Services Co-ordinator

Job Description

Look Good Feel Better (LGFB), based in Epsom, is a national and international charity formed in 1994 to support people with the visible and psychosocial side effects of cancer.

The Role:

Supporting the Programme Services Manager, this role is central to the success of the charity and encompasses the majority of the co-ordination involved in all elements of running the LGFB Workshops, particularly with regard to volunteers (3,000+ nationally). The role is office based, reporting to the Head of Programme Services, but line managed by the Programme Services Manager. This position will enable the Programme Services Manager to fully focus on helping the three field based Regional Managers grow the Programme in order to expand the charity's reach and support to an increasing number of people living with cancer (19,500 face to face in 2018).

The role requires proven administration experience as well as excellent communication skills, specifically being able to communicate effectively with volunteers of all ages and backgrounds as well as medical professionals. The successful candidate will need to show good initiative, calm focus, attention to detail and the ability to work in a very busy team.

The role requires excellent and proven IT skills and experience of all or most of the following:

- Outlook (email)
- Word
- Database Management (Salesforce)
- Excel

Key Responsibilities:

- To provide full co-ordination and admin support to the Programme Services Manager and field based Regional Managers to help ensure successful relationships are built and maintained with volunteers and hospital/medical contacts
- To assist the Programme Services team in the development of services in line with the charity's ambition for significantly extending its reach, working on growing volunteers by region and maintaining/managing existing volunteers
- To provide back-up support during busier periods to the Programme Services team and Regional Managers if required
- To manage and update the LGFB volunteer database in order to ensure the most accurate information is readily available
- To help research and recruit new volunteers for the Workshop Programme, including checking their background experience, describing the work of the charity and booking them to observe a LGFB session and ensuring they go through the LGFB online training.

- To follow up new volunteers who have observed a LGFB session to get feedback and gain commitment to start volunteering regularly
- To make telephone calls to double check volunteers can attend a Workshop they have committed to
- To monitor and order all Workshop gift bags and track these to ensure delivery has been made. Also ensure hospitals are not over-stocking.
- To help manage all extra 'Awareness' events
- To be prepared to help out wherever needed within the charity, assisting with ad hoc projects throughout the year and to occasionally attend events, sometimes at weekends, when time off in lieu will be given
- To be constantly looking for ways to improve the LGFB processes and in particular, Programme development and growth

Full training will be given and the role will develop as the charity's services increase.

The annual holiday entitlement is 25 days a year, with a mandatory two days to be taken at Christmas. Hours of business are 9.00am to 5.30 pm Monday to Friday. There is a probationary period of six months during which time the contract of employment can be terminated by both sides with a period of one week's notice. After successfully completing the six month probationary period, full employment terms are applicable.

Look Good Feel Better is a national and international cancer support charity working in the UK for 24 years. It offers free Workshops for people undergoing treatment for cancer and sessions take place in over 100 locations across the UK. The Programme is designed to improve self-esteem and self-confidence during a very difficult time and has been expanded from support for women to incorporating support for young adults and men. For more information visit www.lgfb.co.uk

Cosmetic, Toiletry & Perfumery Foundation



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