

Recruitment pack



**Interim Information and
Support Admin Officer**

**Fixed term contract until
29 January 2027**

Closing date: 1 November 11.59pm



**Target
Ovarian
Cancer**

What you need to know about the role

Job title:	Interim Information and Support Admin Officer
Reports to:	Senior Information and Support Manager
Location:	We currently offer a hybrid-working model. This means you may usually work from your home or remote location but are expected to attend meetings and pay for your own travel to the office in London Bridge when required.
Hours:	Part-time 20 hours per week, Monday to Friday. The charity has a core hours policy with core hours of 10am – 4pm and flexibility around remaining hours.
Salary:	£30,000 FT, pro-rata for part time



About Target Ovarian Cancer

At Target Ovarian Cancer, we target what's important to stop ovarian cancer devastating lives.

We give trusted information, to help people ask questions and make decisions that are right for them. We connect people with shared experiences, and we support families every step of the way.

We stand together as a powerful community for everyone facing ovarian cancer across the UK, sharing stories and raising voices, to make sure that ovarian cancer becomes a health priority.

We know that early diagnosis saves lives, so we work closely with GPs who are at the heart of this, to help them diagnose ovarian cancer faster and earlier – giving everyone the best chance of living.

And our investment in research to find new, better and more targeted treatments means that everyone can live with hope for their future.

We're fighting for a world where everyone with ovarian cancer lives, and we're targeting what's important – symptoms awareness, early diagnosis, better treatments and support for all.



Our values

Learn about the values we expect from ourselves and each other, at every level of the organisation, every day.



Supportive

Working together to be there for women with ovarian cancer and their families.



Expert

Bringing together the knowledge, skills and experience to succeed.



Pioneering

Constantly pushing boundaries, innovating and working to be the very best we can be.



Empowering

Helping people to achieve their goals.



Passionate

Women with ovarian cancer are at the heart of everything we do.



Impactful

Delivering the changes that women with ovarian cancer and their families need.



My favourite thing about working at Target Ovarian Cancer is definitely the people – it's an absolute pleasure to be part of such a passionate and dedicated team who are super friendly and fun to work with!"

– **Helen, Head of Public Fundraising**



Specific responsibilities

About this role

As Interim Information and Support Admin Officer, you will assist the development and delivery of our services so that all women with ovarian cancer are supported and empowered to manage their diagnosis and treatment.

You will be responsible for supporting the development of our PIF TICK accredited information resources. You will also be the first point of contact for queries coming into the charity via channels including email and our Facebook groups.

Information and support needs for women with ovarian cancer are greater than ever. With guidance from the Senior Information and Support Manager you will play a vital role in ensuring that women receive the information and support they need, when they need it. You will be instrumental in facilitating the Senior Information and Support Manager to ensure the timely update of our print and online health information resources, supporting our online communities to thrive, and be the first point of contact, managing queries coming into the team.

SPECIFIC RESPONSIBILITIES

Information Development

- Support the update and development of our information resources, by working with peer and subject specialist reviewers to ensure the timely flow of information.
- Collate and log reviewers feedback and ensure adherence to PIF Tick processes.
- Support the development of information resources, providing proofreading and sense checking.
- Lead on symptoms information provision for Ovarian Cancer Awareness Month including coordinating updates to key information resources, stock monitoring, and arranging stock reprints.
- Coordinate with the Comms team to ensure promotion of information resources.

Facebook Communities – In Touch and Ovarian Cancer Community

- Monitor activity in the online support communities, provide moderation, support and respond to enquiries where required.
- Work with our volunteer moderators (Digital Champions) to support onboarding new people and schedule cover for moderation of online communities.

General

- Manage the info@ inbox, responding to enquiries and forwarding on emails to relevant teams'/staff members.
- Monitor information resource stock levels and orders in fulfilment warehouse/online shop.
- Complete monthly reach tracking/impact monitoring.



Person specification

The best person for this role will have experience of:	Essential	Desirable
Working in an administrative role	X	
Working with online systems including Microsoft SharePoint, OneDrive and office software including Outlook, Word and Excel.	X	
Working with people with lived-experience and professional experience of a long-term health condition.		X
Using Facebook	X	
The best person for this role will have the skills to:	Essential	Desirable
Prioritise their workload and tasks and know when to seek support or advice from colleagues.	X	
Maintain working relationships with individuals who support the delivery of collaborative projects.	X	
Communicate with a range of stakeholders	X	
Collaborate with colleagues to coordinate the promotion of our support and information services.		X
The best person for this role will be (behaviours):	Essential	Desirable
Self-motivated, can work independently to take responsibility for and deliver a range of assigned task	X	
Flexible, with the ability to take on new tasks as required to support the delivery of our information resources, and sustainability of our online communities.	X	
Supportive, enabling our peer review community to provide feedback in a timely manner and our Digital Champions to fulfil the requirements of their role.	X	
Empathetic, able to demonstrate an understanding of the impact an ovarian cancer diagnosis has on our volunteers and be able to work with them to accommodate and work with challenges and limitations.	X	



Benefits



Holidays

Staff start with 25 days' annual leave entitlement, rising to 27 days after one year's service and 30 days after two years' service and also receive statutory public holidays. This is pro-rated for part time staff.



Employee assistance programme

All members of staff, their partners and any dependants between the ages of 16 & 24 in full time education, have access to a free and anonymous service providing information, expert advice and specialist counselling to deal with a wide range of issues staff may encounter in their personal or work lives.



Health Service Discounts

All Target Ovarian Cancer staff are eligible to sign up to the NHS Health Service Discounts website as healthcare-related charity staff and receive discounts on shopping, insurance, mobiles, and more!



Volunteering

All staff are encouraged to volunteer at Target Ovarian Cancer events at least twice a year. Time off in lieu is given for these volunteering times when staff volunteer out of working hours.



Pension

5 per cent employer contribution.

Meet the team



I was made to feel so welcome by everyone at Target Ovarian Cancer from my very first day, and that support has definitely continued. The hybrid working model works well, but there are still plenty of great opportunities for us all to meet in person. Everyone has a really strong understanding and passion for our work and what we're here to achieve, and it's fantastic to be a part of that."

- Sinead, Events Fundraising Manager



Benefits



Interest-free season ticket loan

Allowing staff to spread the cost of annual public travel to and from the office over a set period of time.



Childcare vouchers

Available to those already on the childcare voucher scheme.



Buddy system

All new starters are allocated a buddy to help welcome them into the charity and support them in settling in.



Hybrid working

Our hybrid working policy means staff may usually work from their home or remote location, and are expected to attend meetings and pay for their own travel to the office in Angel, London when required.



Social committee

Target Ovarian Cancer's social committee organises fun social events creating a sense of togetherness and wellbeing among our valued staff.



Flexible working

Our standard full-time working week is 35 hours. We make every effort to support flexible working requests where possible (we respect people's different working preferences and the need for a healthy work-life balance).

Equal opportunities

Target Ovarian Cancer is committed to the promotion of equal opportunity and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.



How to apply

Please download and read the recruitment pack to find out more about the role and what we're looking for.

When you're ready to apply, click **Apply** and follow the application process through our recruitment portal.

Applications close at **23:59 on Sunday 1 November**.

Please also complete this [Equal opportunities monitoring form](#) (CTRL click)

Please submit your application no later than 23:59 on Sunday 1 November, applicants are advised to submit applications early as we will carry out a rolling interview and appointment.

If you would like to receive a paper copy of the recruitment pack, please call 0207 923 5470 or email jobs@targetovariancancer.org.uk with the address you would like us to post it to.

Target Ovarian Cancer is a company limited by guarantee, registered in England and Wales (No. 6619981).

Registered office: 10-18 Union Street, London, SE1 1SZ. Registered charity numbers 1125038 (England and Wales) and SC042920 (Scotland).

Find out more



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