**SUPPORT CO-ORDINATOR**

**Salary:** £25,379pa (pro rata)

**Hours:** 14 – 17.5 hours per week, spread across 2 or 3 days (either Monday - Wednesday, or Wednesday - Friday).

**Contract**: Rolling 6-month contract, with the potential to extend or become permanent. We’re looking for someone who can make a strong impact, and we're open to a longer-term arrangement depending on performance and organisational needs.

**Location:** Office-based (Winnersh Triangle, RG41 5RD), hybrid arrangement can be discussed

**Probation period:** 6-months
**Holiday:**  25 days annual leave in addition to Bank Holidays (pro rata)

**Reports to:** Volunteers Manager
**Start date:** ASAP, ideally early July 2025

**What We Offer:**

We have a range of benefits that we offer our employees, this includes:

* 5% contribution to pension scheme
* Private Health Care, including an employee assistance programme, remote GP, counselling, physiotherapy, medical diagnostics and treatment. This includes access to benefit platform for a wide range of discounts on everyday spends plus gym discounts
* Season ticket loan
* After two years of service, annual leave allowance increases by one day per year until you reach 30 days (pro rata)
* An extra day holiday for your birthday and one day off a year to volunteer
* Training and development opportunities to support your learning and growth
* Fresh fruit in the office

(some of these benefits begin in after a certain length of service)

**THE ROLE**

We are seeking a Support Co-ordinator to provide essential administrative and coordination support for our stoma support services. This role involves answering incoming calls on our stoma helpline, coordinating volunteer support, overseeing inbox and voicemail management, and maintaining our CRM system. You will also assist with organising rotas, ensuring timely processing of post and orders, answering live chat queries, moderating our Facebook Support Group and stock checking support literature.

**OUR IDEAL CANDIDATE**

Our ideal candidate is a compassionate and resilient individual with excellent communication and organisational skills, who thrives in a fast-paced support environment. They will bring strong customer service experience, ideally within a health or disability-related charity, and have a good understanding of stoma care—lived experience would be a valuable asset. Confident in using IT systems and managing administrative tasks with accuracy, they are proactive, adaptable, and work well both independently and as part of a team. With empathy, professionalism, and a non-judgmental attitude, they are motivated to make a positive impact, providing sensitive support to individuals while maintaining confidentiality and upholding high standards.

**Top of Form**

**Bottom of Form**

**JOB DESCRIPTION**

* To provide efficient administration and coordination of our support services.
* Answer incoming calls on our stoma support helpline, providing practical or emotional support to the caller, ensuring they feel listened to, cared about and reassured regarding their enquiry or concerns. Signposting to other services, where the call is out of our remit.
* Manage and answer calls on our general admin line, ensuring that all inquiries are addressed promptly and appropriately.
* Coordinate support callbacks from our team of volunteers with lived experience, ensuring that all requests are handled efficiently.
* Manage the voicemails and inboxes, ensuring that all requests are actioned in a timely manner.
* Support with organising the volunteer rota for our Stoma helpline and Facebook Support group. Transferring the helpline to volunteers who may be manning the line.
* Answer or signpost queries that come through on our website Live Chat.
* Administrating and giving support on our Facebook closed support group, admitting members and flagging any issues that arise.
* Assist with the management of our befriending service, ensuring that all calls are logged and appropriate follow-up action is taken.
* Keep our support literature organised, including a regular stock check.
* Maintain our CRM system (CiviCRM), ensuring all support given is logged and call-related correspondence is recorded and up-to-date.
* Manage our incoming and outgoing post, inclusive of couriers and sending out literature, mini mailers and event stock orders.
* Process radar key, ID card applications and any online shop orders.
* Ensure the office environment is clean, tidy, and well-maintained, including managing the printer, shredder and other office equipment.
* Provide support to the wider Colostomy UK team, ensuring smooth office operations and contributing to the efficient running of the charity.
* Represent the charity at occasional external events, meetings, or other activities as directed by your manager.
* Other duties as required by the organisation.

The duties and responsibilities outlined in this job description are not definitive and you may be required to perform other duties at the request of the management team.

**JOB ENVIRONMENT**

Office-based (Arena offices in Winnersh Triangle). We’re happy to discuss hybrid working arrangements, but the role is primarily office-based.

**PERSON SPECIFICATION**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Experience, knowledge & skills | * **Excellent communication skills**: both written and verbal, with the ability to communicate clearly and empathetically with individuals at all levels.
* **Knowledge of stoma care**: a good understanding of issues and challenges that someone with a stoma may face, and how they can overcome these.
* **Organisational skills**: ability to manage multiple tasks simultaneously and prioritise effectively in a fast-paced environment.
* **Proficient in IT systems**: confidence with Microsoft office, CRM systems and online collaboration tools such as share point and teams.
* **Customer service**: experience providing excellent customer service and support, especially in a helpline or support environment.
* **Attention to detail**: high level of accuracy in administrative tasks, including managing schedules, databases, and records.
* **Confidentiality**: able to handle sensitive information with discretion and professionalism.
* **Team player**: ability to work collaboratively with internal teams and volunteers, providing support wherever needed.
* **Adaptability**: ability to adjust quickly to changing priorities and manage competing demands effectively.
 | * **Lived experience of life with a stoma:** would be a great advantage in this role.
* **Experience in a support or charity role**: previous experience working in a similar position, ideally within a health or disability-related charity.
* **Experience with social media**: familiarity with managing online support communities, such as Facebook groups or online forums.
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| Essential personal qualities | * **Empathy and compassion**: A caring attitude and the ability to provide emotional support in a sensitive and understanding manner.
* **Organised and efficient**: A proactive approach to managing workloads, deadlines, and tasks with excellent time management skills.
* **Patient and calm**: able to remain composed and supportive, even when dealing with challenging or emotional situations.
* **Resilient and flexible**: able to adapt to changing situations and remain calm under pressure.
* **Non-judgmental**: demonstrates an open and inclusive attitude, showing respect for individuals from all backgrounds.
* **Motivated and enthusiastic**: self-driven with a passion for helping others and making a positive impact on the community.
* **Confidential and professional**: high standard of professionalism, including respecting confidentiality and adhering to policies and procedures
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| Other requirements | * Open to occasional travel, and to working occasional evening and weekends when needed.
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This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service and charity. Any ongoing minor changes will be reflected in the job description. Any changes of significant changes will be discussed with the post holder.

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**ABOUT US**

# **OUR PURPOSE - WHY WE’RE HERE**

We exist to make a positive difference for anyone impacted by any kind of stoma.

# **OUR WORK - WHAT WE DO**

We became a registered national charity in 2006, but we’ve been here for people with stomas, their families, friends, carers and support networks since we were founded in 1967.

There are now over 200,000 people living with a stoma at any one time in the UK who benefit from the work that we do as we:

* Provide practical and emotional support and advice whenever it’s needed.
* Run projects that empower and build the confidence to take on fresh challenges.
* Are a voice on the issues that matter, campaigning and advocating for ostomates’ rights.

# **OUR VISION - WHERE WE’RE GOING**

We want to live in a world where having a stoma presents no obstacles or barriers and carries no stigma.

A world where people can:

* Get the right information and advice, at the right time, at the right stage of their stoma journey.
* Have access to the facilities and resources they need when and where they need them.
* Live their lives to the fullest without fear of discrimination or prejudice.

**Our Values**

At Colostomy UK the way we behave matters to us deeply. In everything we do, we are guided by and strive to meet the following values:

# **SUPPORT AND EMPOWER**

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. For us, supporting and empowering people is also about finding new ways to do this, so we aren’t complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

# **KNOWLEDGE**

We are stoma experts. This is no empty claim, but backed by the collective knowledge we have accumulated since we were founded in 1967. And, because we prize learning, we add to this knowledge every day. We know all about the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

# **COMPASSION**

We are compassionate and caring. We know what it’s like to go through stoma surgery and what a struggle it can often be to get life back on track afterwards. We understand how even the small things can have a big effect on someone’s wellbeing. We don’t judge, instead we are patient, respectful and understanding listeners.

# **INCLUSIVITY**

The diseases, illnesses and injuries that make stoma surgery necessary don’t discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages, even babies, have stomas and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

# **TOGETHERNESS**

Our strength comes from engaging with others. We’ve been doing this throughout our history. It’s by working collaboratively with healthcare professionals, people with stomas, local government, businesses, and other organisations, that we fulfil our purpose. We believe that the way to achieve our vision is by sharing problems and solving them together.

**TO APPLY**

Please send your CV and a one page covering letter to Ria Robinson, Volunteers Manager, at **joinourteam@colostomyuk.org** by midday on **Thursday 5th June 2025.**  If you would like to discuss the role, you can call Ria on 0118 228 1368. We encourage early applications, as we are reviewing and interviewing candidates on a rolling basis and may close the vacancy early if a suitable candidate is found.

In your cover letter, please tell us:

* About your relevant experience
* Your understanding of stomas
* What skills and qualities you will bring to the role
* Why you’d like to work for us, and within our support team
* Where you saw the job advertised
* Your preference in terms of working pattern

We are an equal opportunities employer and welcome applications from all backgrounds. To support our commitment to diversity and inclusion, we ask applicants to complete an Equal Opportunities Monitoring Form. Please download a copy from our website: [Vacancies - Colostomy UK](https://www.colostomyuk.org/get-involved/work-for-us/). This form is optional, confidential, and will be used solely for monitoring purposes. It will be separated from your application and will not be seen by the hiring panel.

First interviews will take place virtually, with second interviews being at our Head Office in Winnersh. We will only contact those applicants who have been successfully selected for interview. If you require any adjustments during the interview process, please let us know.

An enhanced DBS disclosure, and references, will be required for this post and all applicants must be eligible to work legally in the United Kingdom.