

Job Application Pack

April 2026

We are hiring a: **Community Support Administrator**

- **Application:** CV and covering letter to Shauna Ann at joinourteam@colostomyuk.org
- **Closing date:** Midnight on the 7th May 2026
- **Interviews:** TBC

Terms and conditions

Salary:	£24,000 per annum [pro rata £4,800 per annum]
Contract:	Fixed term 6 month contract
Hours:	7 hours per week, days and times to be agreed
Location:	Remote, with ad-hoc travel required
Probation:	3 months
Annual Leave:	25 days' annual leave in addition to Bank Holidays (pro rata)
Line Manager:	Shauna Ann - Community Engagement Lead

About the Role

This is a varied and flexible administrative role supporting the delivery of Colostomy UK's community services. You will play an important part in helping our activities run smoothly, from coordinating events and workshops to supporting volunteers and maintaining accurate records.

Working closely with the Community Engagement Lead and wider Support Team, you will help ensure our services are well organised, accessible, and responsive to the needs of people living with a stoma and those who support them.

This role would suit someone who is organised, proactive, and enjoys working as part of a small, supportive team. You will be comfortable working independently in a remote environment, able to manage your own workload, learn new systems quickly, and take initiative.

Core Responsibilities

- Provide day-to-day administrative support to the Community Engagement Lead, and the rest of the Support Team.
- Support the administration, coordination and routine communications for the following services:
 - Active Ostomates – online wellbeing sessions (e.g. Pilates, yoga, mindfulness)
 - Community Events – events for people to connect, learn and share experiences
 - Stoma Care Workshops – practical sessions led by stoma care nurses
 - Stoma Awareness Training – to spread awareness of living with a stoma
 - Stoma Support Groups – peer-led groups offering local support

This will include managing bookings, organising travel, liaising with event organisers, and coordinating logistics. It will also involve setting up meetings, handling attendee and volunteer communications, mass correspondence to support with promotion, and other related duties as required.

- Use a range of IT systems, including CiviCRM, Asana, Microsoft 365, Zoom and Teams, maintaining accurate and up-to-date records across databases and spreadsheets.
- Conduct DBS checks and co-ordinate e-learning training for volunteers.
- Help ensure consistent processes are followed across all community activities.
- Provide wider administrative support across organisation as required, supporting the delivery, monitoring and continuous improvement of our services.
- Undertake any other ad hoc duties as required in line with the needs of the organisation.

Job Environment

- Remote, with ad-hoc travel to HQ (RG41 5RD) and periodic in-person meetings with your line manager at mutually convenient locations
- Occasional out and about for meetings and events, which could include national travel.

Person Specification

Essential

- Experience in an administrative or coordination role, or demonstrable transferable experience in a similar environment
- Strong organisational skills with the ability to manage multiple tasks, maintain attention to detail, and handle data accurately
- Confident communicator, both written and verbal
- Comfortable using a range of IT systems, including CRM databases (or the ability to quickly learn new systems) and Microsoft 365
- Ability to work independently with minimal supervision in a remote environment
- A positive, flexible approach and willingness to support across a range of activities
- An understanding of the importance of confidentiality and data protection

Desirable

- Experience of co-ordinating events, training, workshops or community-based activities
- Experience of working with volunteers
- Lived experience of a stoma, or an understanding of the challenges faced by people living with a stoma

About Colostomy UK

OUR PURPOSE - WHY WE'RE HERE

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

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, a one page covering letter and our [Equal Opportunities Monitoring form](#) to Shauna Ann, our Community Engagement Lead, at joinourteam@colostomyuk.org by midnight on **7th May 2026**.

In your cover letter, please tell us:

- About any relevant experience you may have
- What skills and qualities you will bring to the role
- Why you'd like to work for us
- Your preferred working pattern

If you would like to discuss the role, you can call Shauna Ann, our Community Engagement Lead on 0118 939 1537.

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.

Colostomy UK is an Equal Opportunity Employer. Our policy is clear: there shall be no discrimination on the basis of age, disability, sex, race, religion or belief, gender reassignment, marriage/civil partnership, pregnancy/maternity, or sexual orientation.

We are an inclusive organisation and actively promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome all applications from a wide range of candidates. Selection for roles will be based on individual merit alone.