

Centre & Fundraising Assistant (IOW) Role Pack



About us

At Wessex Cancer Support we understand how important it is for people who are affected by cancer to have high quality emotional and wellbeing support. That's why we offer personalised support for people with cancer and their loved ones, that empowers them to live well with and beyond cancer.

Every year over 14,000 people are diagnosed with cancer within the Wessex region (Hampshire, Dorset and the Isle of Wight). A diagnosis can be a shock and have a huge impact on an entire family. We help and support people affected by cancer regardless of age, gender or type of cancer. Our dedicated team is committed to offering support for as long as people need it, away from a hospital environment.

All our services are provided free of charge; we have four drop-in cancer support centres, local outreach and an online service. Clients visiting any of our services are welcomed by volunteer befrienders who are trained to provide information, support and a listening ear. New clients will have an appointment with our Wellbeing Co-ordinator to agree a personal support plan which aims to help the individual deal with the emotional impact of cancer, improve well-being, help with pain management and increase self-confidence. The plan might include access to support groups or one-to-one sessions with one of our team of specialist counsellors and therapists. We also provide health and well-being information, exercise programmes, Sing for Life Choirs, and courses to help clients live well with and beyond cancer, plus a transport service for people from the IOW and the Channel Islands who are visiting the mainland for cancer treatments.

The charity relies on income from donations, legacies and our six charity shops to fund our work.

Our Vision and Mission

Our Vision

Everyone in Wessex affected by cancer will have access to personalised wellbeing support so that they can face whatever's ahead with more confidence.

Our Mission

To engage with local communities to help improve the emotional health and wellbeing of anyone affected by cancer.

Our Values and Behaviours

Our values drive everything we do – the services we provide, the decisions we make, the actions we take, the partners we choose, the way we treat each other. They are our statement about what matters to us, and how we hold ourselves accountable for our own behaviour.

We're **compassionate**

We do everything with kindness and care

- We take time to listen
- We strive to understand one another
- We are considerate when we respond to others
- We treat people as individuals and don't make assumptions

We're **purposeful**

We always aspire to go above and beyond, and we take responsibility for the decisions we make.

- We have a can-do attitude
- We are accountable and understand that our behaviour and approach reflects on the charity
- We use initiative and evidence to prioritise effectively and achieve the best outcomes
- We maximise time in the most effective way
- We take responsibility for our own personal professional development

We're **inclusive**

We offer a warm and friendly welcome to everyone. We celebrate and embrace the differences that shape who we are. Our door is open.

- We are friendly and approachable
- We are non-judgemental
- We challenge and root out prejudice
- We stay up to date with current terms and avoid using words and language that may offend

We're **collaborative**

We work with others so that we can always do our best for people with cancer and their loved ones.

- We respect other people's opinions
- We share knowledge and skills openly and try to help others whenever we can
- We participate in discussions, but do not dominate.
- We discuss matters objectively to find the best outcome.
- We proactively seek and accept feedback, using it to improve
- We give constructive, honest and open feedback
- We endeavour to be a great role model to others

A letter from our CEO

Dear Applicant

Thank you for your interest in this role with Wessex Cancer Support.

It's an important time for the work of the charity. We have just launched a new five-year strategy, which outlines how we will respond to an expected increase in demand for our services, as the number of people diagnosed with cancer continues to increase. We will continue to provide emotional and wellbeing support, and introduce a range of courses, workshops and talks that focus on empowering our clients to develop tools and skills to support them to live well with and beyond cancer.

We're now recruiting an enthusiastic and proactive Centre Assistant who can hit the ground running to support both the Services and Fundraising activities at our Centre on the Isle of Wight.

This varied and rewarding role supports people affected by cancer by helping coordinate welcoming, well-organised Centre services while also playing a key part in growing community fundraising and engagement. You'll be at the heart of the Centre, creating a supportive environment for visitors, coordinating appointments, activities and volunteers, and providing clear information and signposting. Alongside this, you'll help plan and deliver community fundraising events, build strong relationships with supporters, and ensure donations and records are managed accurately. Ideal for someone compassionate, organised, and people-focused, this role offers the opportunity to make a meaningful difference through both front-line support and community connection.

This is a fantastic opportunity to make a significant impact on the services offered by Wessex Cancer Support and our income generation, in turn helping us to ensure that more people across Wessex receive the cancer support they need.

We offer a supportive work environment, in addition to a range of benefits which include:

- A competitive salary and annual leave entitlement
- Contributory pension scheme
- Life assurance scheme
- Employee Assistance Programme, which offers GP appointments, counselling, and fitness and nutrition support
- Cycle to work scheme
- Free parking at head office
- Mental health first aiders
- A personal development programme

We look forward to receiving your application.

Warm regards

Ian Creek



Role Description

Job Title:	Centre & Fundraising Assistant (IOW)
Reporting to:	Centre Manager and Regional Fundraising Manager
Based at:	Newport Centre, with community-based work, events, and some hybrid working as required
Working Hours:	Full time – 37.5 hours per week. This role combines community fundraising and centre coordination responsibilities. Approximately 12 hours per week will be dedicated to Centre Coordinator duties, with the remaining hours focused on fundraising and community engagement activity.
	Working hours will flex in line with service and event needs, including occasional evenings and weekends.
Salary Band:	£23,809.50 per annum

Job Purpose

To support people affected by cancer through the effective coordination of Centre services, while also supporting and delivering community fundraising activity to grow income, engagement, and awareness. The role combines front-line support, administration, volunteer coordination, and community relationship building to ensure excellent service delivery and sustainable fundraising outcomes.

Principal Responsibilities

Cancer Support & Centre Coordination (12hrs per week)

- Coordinate and support the delivery of Centre services, including counselling and therapy appointments, group activities (e.g. yoga, knit and natter), and volunteer-led drop-in sessions.
- Manage client appointment systems and waiting lists, ensuring accurate and confidential record keeping.
- Provide a warm, welcoming environment for all visitors to the Centre, spending time with individuals and groups as needed.
- Support the Centre Manager and volunteers with administration, ensuring client and volunteer data is safely and accurately recorded in line with policies and procedures.
- Respond to requests for general information, advice, and signposting related to cancer support services.
- Maintain a resource base of local and national cancer-related information.
- Support the Centre Manager with office administration, equipment, and general resources.
- Act as a key holder and deputise for the Centre Manager when required.

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Fundraising & Community Engagement

- Support the planning, organisation, and delivery of fundraising events and community activities, including venue bookings, licences, logistics, and volunteer coordination.
- Act as a first point of contact for fundraising enquiries (email, telephone, and face-to-face), responding promptly and professionally.
- Build and maintain relationships with community groups, schools, businesses, event participants, donors, and volunteers.
- Support the recruitment, stewardship, and motivation of event participants and fundraising volunteers.
- Assist with the promotion of fundraising activities and events within the community, including sharing promotional materials.
- Attend fundraising events and community activities as required, including some evenings and weekends.

Financial & Administrative Support

- Ensure donations are accurately recorded, banked, and processed in line with charity procedures, liaising with the finance and fundraising teams as required.
- Ensure donors are thanked appropriately and in a timely manner in accordance with organisational guidelines.
- Maintain records for collection cans, bucket collections, and community fundraising activity.

General Duties

- Work collaboratively with colleagues across support services and fundraising teams.
- Be a positive ambassador for the charity's values, mission, and aims at all times.
- Comply with Health & Safety, Safeguarding, and data protection requirements.
- Undertake any other duties appropriate to the role as reasonably requested.

Essential Skills & Experience

- Strong interpersonal skills with a warm, compassionate, and professional approach.
- Proven organisational and administrative skills with strong attention to detail.
- Experience working in a health, social care, charity, or community-focused environment.
- Ability to work independently and collaboratively with staff and volunteers.
- IT literate, with experience using databases/CRMs and MS Office (including spreadsheets).
- Emotional resilience and sensitivity when supporting people affected by cancer.
- Full driving licence.

Desirable Skills & Experience

- Experience working in the charity sector.
- Knowledge of cancer and its impact on wellbeing.
- Fundraising and/or event coordination experience.
- Strong listening and relationship-building skills.

How to apply

If this role sounds like a good fit for you, we'd love to hear from you. To apply, please complete our [Online Application Form](#). We're only able to consider applications submitted via the application form, so please ensure it's completed in full.

The closing date for applications is **Friday 6 February 2026**.