



Administration Officer
(Part-Time, 12 month contract)

April 2026

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ABOUT US: OVACOME BACKGROUND

Ovacome was founded by Sarah Dickinson in 1996. Sarah found it extremely difficult to find any information after she was diagnosed with ovarian cancer and during her treatment. She was determined that other people should not have to experience what she had, and so she created a community of those affected by ovarian cancer. Sarah wanted others diagnosed and their loved ones to be able to access clear, reliable information and support. The work we do today still reflects her vision.

Ovacome is the UK's national ovarian cancer support charity. We have been providing free information and support to anyone affected by ovarian cancer since the charity was formed in 1996 by ovarian cancer patients themselves. Our core services currently include:

A support line, available via telephone, email, or online instant web chat, an anonymous 24-hour online support forum, PIF TICK accredited information booklets in print, or digital format, monthly virtual and in-person peer support groups including under 45s, stoma support, bereavement, monthly clinical talks and webinars by medical and health professionals, online workshops, including crafts, exercise and yoga to promote relaxation, wellbeing and friendship, Health and Wellbeing days across the UK with talks and workshops on issues like fatigue and peripheral neuropathy, exercise pre-and-post surgery, dietetics, and bowel management, a magazine three times a year full of up-to-date information.

We are very active in raising public awareness and educating healthcare professionals about the signs and symptoms of OC, to improve outcomes for those affected. Since 2014, we have trained over 11,000 medical students and clinicians who work in gynaecology oncology through our Patient Experience in Practice programme.

We advocate for OC patients to NHS decision makers, the clinical cancer community and politicians. We are inspired and guided in this by the Ovacome community and our 5,500+ members.



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Our services have been recognised through a number of national award nominations as excellent; we were shortlisted in the top 3 UK Health Charities in the 2022 Civil Society Charity Awards for our work to reduce health inequalities in OC treatment and support. We were also recognised as the BBC 4 All in the Mind national awards for our work towards improving mental health and reducing isolation for those diagnosed with OC.

We are at an exciting point in the growth of the charity. We have expanded our service provision over the last few years and continue to innovate in the delivery of cancer support.

ROLE DESCRIPTION

Administration Officer, reporting to Office and Finance Manager.

We are looking for someone who is committed to helping us achieve the best outcomes and support for those affected by ovarian cancer. The successful candidate will support the day-to-day running of the London office and provide administrative support across the organisation. You must be efficient and reliable, with excellent attention to detail, and be able to work pro-actively and collaboratively across the team. We have embedded our health equalities work stream across our organisation, so you must be committed to an inclusive approach across all your work. You will be an important member of our staff team, contributing to positive and constructive engagement with our community. We will provide you with training and will support you to develop professionally within this role.

Pay: £24,386 - £29,000 per year (full time), pro-rata for part time. All our salaries are benchmarked based on the requirements of the Role Description and comparable roles in the charity sector. Salaries are subject to an annual review; we also award an annual cost of living increase.

Hours: This is a part-time role of 14-21 hours per week. We can offer flexible hours to accommodate caring responsibilities. Core hours of work are between 8.30am to 5.30pm. Wednesday is a core working day.

Location: This is an office-based post, working from our London office (with some flexibility for occasional home-working). Working from the London office will attract an additional payment per month as London Weighting (£300 full time, pro-rata for part time). You will be required to work occasional evenings and weekends and travel to other parts of the UK in the course of your duties for meetings or community and fundraising events (travel and expenses will be reimbursed).

Contract: 12 months, with 6-month probationary period.

JOB DESCRIPTION

Key Tasks:

To support the day-to-day running of the London office and provide administrative support across the organisation.

Key activities/ tasks/ responsibilities:

Office

- Answer the Ovacome office line between 9am and 5pm (not the Support line).
- Open emails received into the shared email inbox and re-direct or reply as necessary.
- Answer the Ovacome intercom and collect deliveries etc.
- Collect incoming post, open and log post items received and distribute to appropriate staff member.
- Compile and mail out information and awareness material orders, shop orders and new member welcome packs.
- Help prepare materials for mail outs.
- Frank outgoing post and take to the Post office on a daily basis.
- Carry out an inventory of office supplies (such as stationary, envelopes and printer ink) on a regular basis. Ensure sufficient stock levels of office supplies are maintained.
- Carry out an inventory of support and awareness materials (such as information booklets and signs and symptoms leaflets) on a regular basis. Liaise with other staff members as necessary to ensure sufficient stock levels of support and awareness materials are maintained.
- Process new member registrations.
- Assist with preparing for organisational meetings, take minutes and produce action lists where required.
- Assist all staff with any administrative support or office-based tasks they may require, including printing, photocopying, posting out materials, filing, proof reading, research, booking transport and accommodation.

Database

- Update the Raisers Edge database and information spreadsheets as required.
- Generate mailing lists from the Raisers Edge database as required.

Finance

- Assist Office and Finance Manager with finance administration, including payments with the office card and filing of financial paperwork.

Events

- Support the administration of Ovacome's events programme, including preparation of event materials and mail out of event flyers.
- Host and provide technical support during online and in person events when required.

Volunteers

- Assist Office and Finance Manager with volunteer management and co-ordination.
- Keep volunteer records up to date.

Health and Safety

- Ensure that Ovacome policies on health and safety are being followed by staff and volunteers.
- Promote Health and safety in the office environment and across the organisation at events.

General

- Assist Office and Finance Manager in day-to-day office administration.
- Deal sensitively with the needs of people with health issues or support needs with whom you may occasionally have to speak.
- Maintain confidentiality and adhere to organisational GDPR at all times.
- Ensure personal development and regular update of professional skills and knowledge.
- Undertake any other ad hoc duties relevant to the post.
- Work across the staff team to help others with administration, playing your part in ensuring that the charity runs smoothly.

Person Specification

You should be able to demonstrate and provide evidence of your ability to meet the criteria listed. These will be tested further at the interview stage. We are happy for you to give us examples of where you have used these skills in a volunteer role.

	Essential	Desirable
Fully committed to working with us to ensure the best support and information is available to those affected by ovarian cancer.	✓	
Experience of working within and supporting a busy staff team.	✓	
Experience of carrying out phone and email contact on behalf of an organisation.	✓	
Confident in the use of Microsoft Office (including Outlook, Excel, Word, Powerpoint).	✓	
Demonstrable evidence that you pay excellent attention to detail.	✓	
Experience of data entry and maintaining accurate up-to-date records.	✓	
Confident communicator with excellent standard of both written and verbal English.	✓	
Excellent organisational and time-management skills with the ability to prioritise.	✓	
Self-motivated, proactive and able to use initiative.	✓	
Problem solving abilities.	✓	



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Ability to work independently and as part of a team.	✓	
Compassionate, empathetic and non-judgemental approach to all service users.	✓	
A friendly approachable manner.	✓	
Committed to an inclusive approach across all your work.	✓	
Commitment to maintaining continued professional development.	✓	
Available to work some evenings and weekends when required for events. Time off in lieu will be provided.	✓	
A healthy work/life balance and the skills to seek support from colleagues when you need it.	✓	
An understanding or experience of the charity sector.		✓
Experience of any or all the following platforms and systems: Raisers Edge, Survey Monkey, Zoom (training will be given).		✓
Understanding of Data Control measures and GDPR.		✓
Understanding of Health and Safety within an office and/or event environment.		✓
Experience of working with a wide range of stakeholders.		✓

HOW TO APPLY

For further details or for any questions relating to the role please contact: Elisa Mountain, Office and Financer Manager on 0207 299 6654 or email ovacome@ovacome.org.uk.

To apply please send your CV and a supporting statement (of no more than two sides of A4) clearly outlining why you are interested in the role and how you meet the person specification to ovacome@ovacome.org.uk.

Rolling deadline for applications, we will be conducting interviews on a rolling basis and will recruit as soon as we find the right person, so please do not delay in submitting your application.

The interview process will be two stages:

1. A short 30-minute initial interview via Zoom. To be organised at a mutually convenient time.
2. A full 45-minute interview via Zoom, followed by an administrative task (1 hour and 15 minutes in total). Dates TBC.