



**AYRSHIRE
CANCER
SUPPORT**

We're here for you

Service Coordinator

Recruitment Pack

Thank you for your interest in our Service Coordinator role. Ayrshire Cancer Support has operated since 1982, providing emotional support and practical help to those affected by cancer; this role will play a valuable part in supporting the services we offer.

An opportunity has arisen within Ayrshire Cancer Support for an additional Service Coordinator to join our Operational Support Team on a temporary basis for a period of 6 months.

Reporting to our Operational Support Manager, the role will require you to work efficiently as part of a team, providing service specific confidential and comprehensive administrative services to Service Users, Volunteers and Staff.

You'll be a strong communicator who possesses appropriate administrative experience. You'll be IT literate and competent in the use of Microsoft Office in particular. Having the ability to work flexibly to adhere to deadlines, as well as having a keen eye for detail, are also key requirements.

The role is perfect for an organised individual who thrives in administrative settings and is eager to contribute to a professional team dedicated to delivering outstanding service.

Ideally, we'd like to attract someone who is available to work a total of 35 hours per week between Monday and Friday, however we are open to considering a part time or flexible offering.

Third sector experience is not essential, and the role can be based in either of our support centres in Kilmarnock (KA1 1EQ) or Ayr (KA8 8LD) based on your locality.

You'll find full details of the role, including how to apply, within this Recruitment Pack.



www.ayrshirecs.org

01563 538008



AYRSHIRE CANCER SUPPORT

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About Us

We provide essential services and support across Ayrshire, free of charge, to people and their families affected by cancer. As the sole organisation in Ayrshire dedicated to providing practical and emotional support for all stages of the cancer journey, we rely on donations and fundraising to deliver high quality, professional facilities and services that the people of Ayrshire depend on. From our warm, welcoming support centres, to providing transport to vital appointments and a wide range of tailored support services in between, we are here for everyone in Ayrshire affected by cancer, whatever the nature or level of their need.

About the Role

Key Responsibilities and Tasks

- Confidently and effectively handling telephone calls from Service Users, Volunteers, Staff and External Stakeholders.
- Responding to email and in person enquiries in an efficient, professional and courteous manner.
- Accurately entering and maintaining a range of Service User related data on our internal database.
- Coordinating referrals for Care Service Support, processing and allocating these to Staff and Volunteers as required.
- Coordinating requests for Patient Transport, processing and allocating associated information to Volunteers as required.
- Competently processing donations and online payments.
- Providing out of hours support to Volunteer drivers on a rotational basis.
- Ensuring all duties are carried out within Ayrshire Cancer Support's policies and procedures, while completing other duties commensurate with the position / team as requested.



The wide range of vital services we provide costs over £3000 per day.



**The highest standard of
care and support.**

**Provided by professionals,
funded by donations.**



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Essentials

- Proven office experience with a strong understanding of administrative procedures
- Excellent organisational skills with the ability to manage multiple tasks efficiently
- Proficient computer skills including Microsoft Office (Word, Excel, Outlook) and data entry software
- Strong typing skills to facilitate quick and accurate data entry
- The ability to work under pressure and flexibly as part of a team
- Exceptional phone etiquette with clear communication skills
- Demonstrated clerical experience with attention to detail and accuracy
- Ability to work independently as well as part of a team in a fast-paced environment.

Desirables

- Previous database management experience
- The ability to think with a logistical mind
- A driving licence and access to a vehicle

Other Requirements

- Supporting distressed individuals who contact our centres
- Recording potentially distressing details relating to Service Users
- Displaying commitment to our values:
 - **Delivering Care, Compassion and Kindness**



**Supporting young
people facing grown up
challenges.**



**AYRSHIRE
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What **We Offer**

An Hourly Rate of £13.50

Westfield Health Cash Plan

An Annual Leave Entitlement of 36 Days
(pro-rated for part-time / temporary Staff)

Emotional support and practical
assistance



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How to **Apply**

Please submit your CV and a covering letter which explains why you believe you'll be the ideal candidate for the role. Please email these directly to: HR@ayrshirecs.org

If you'd like to discuss the role, please request a call-back via the email address above.

Deadline for applications is Friday 12th December, however we may review this date dependant on application volumes.

We're keen to ensure that our recruitment process is inclusive. If you'd find it beneficial to submit your application in a different format, please let us know and we can discuss appropriate options.

Your privacy is important to us. By submitting the information required in this process you consent to your data being processed under the relevant provisions of current Data Protection Acts, and any subsequent changes to this. Our Privacy Notices are available to view on our website.

www.ayrshirecs.org