

Job Description: Service & Office Manager

Job Purpose

To be responsible for coordinating the daily operations, applications, and office logistics, ensuring the smooth and efficient delivery of the 'Something To Look Forward To' service.

Main Aim

To coordinate the day-to-day running of the service, acting as the first point of contact for all charity enquiries, managing applications and allocations and supporting service evaluation and office operations.

Key Responsibilities

Service Delivery & Coordination

- Act as the first point of contact for enquiries from beneficiaries, partners, donors and stakeholders
- Assess beneficiary applications fairly and consistently in line with the charity's eligibility criteria
- Coordinate and administer the allocation and delivery of gifts and experiences
- Maintain accurate and up-to-date beneficiary and donor records, informing the team of any changes
- Act as gatekeeper for the charity, ensuring communications are handled appropriately and shared with colleagues where relevant

Impact & Evaluation

- Request and manage beneficiary feedback following gifts and experiences
- Create testimonials and share these with the team and donors where appropriate
- Assist with service evaluation and impact reporting

Office & Operational Management

- Coordinate office logistics, including post, deliveries, procurement of supplies and equipment
- Minute meetings as requested
- Support the team with ad hoc administrative and operational tasks as required

Donor & Partner Engagement

- Respond to offers of donated holiday homes via email and phone



- Introduce the charity, explain processes and gather information for promotion on holidays on the charity website

Team & Organisational Contribution

- Work collaboratively as part of a compact team with deep impact
- Attend and support charity events as required
- Bring fresh ideas and actively contribute to the charity's aims and objectives
- Be willing to support the team across a range of tasks — no two days are the same

Hours

c.30 hours per week

Hybrid role with flexible working (minimum 2–3 days per week in the office)

Work pattern to be discussed at interview which would inform annual leave entitlement.

We are happy to discuss reasonable adjustments and flexible arrangements.

Salary

Salary scale £27,500–£32,500 depending on experience

Benefits

- Hybrid working with flexibility
- Annual leave increases with length of service
- Team-building days
- Christmas and birthday lunches
- A day off on your birthday
- Access to free counselling
- Fully funded professional training and CPD
- Transparent leadership, open culture and employee input
- Bring your dog to work (adjustments can be discussed if needed)

Responsible To

Managing Director

Start Date

March 2026 but can be flexible

Experience

Essential

- Experience in administrative, coordination or project support roles
- High level of administrative competence
- Experience working in environments with competing priorities
- Strong written and verbal communication skills, producing professional correspondence
- Service coordination or relevant operational experience
- Relationship management experience
- Proficiency in MS Office and CRM systems
- Understanding of GDPR

Desirable

- Experience working in the charitable or not-for-profit sector
- Operations management experience
- Experience in application and service assessment
- Experience working in web-based organisations
- WordPress backend experience
- Understanding of the impact of a cancer diagnosis

Person Specification

You will be:

- Professional, reliable and self-motivated
- Passionate about supporting people affected by cancer
- A collaborative and supportive team player
- Organised, process-driven and detail-oriented
- Empathetic, emotionally intelligent and a good listener
- Calm, fair and objective, with sound professional judgement
- Comfortable working independently when required
- Flexible in thinking and open to new ideas, systems and ways of working
- Enthusiastic, kind and intuitive
- Respectful, patient and inclusive in your approach
- Someone with a sense of humour — we work hard, but we enjoy what we do

Equality, Diversity & Inclusion

'Something To Look Forward To' is committed to equality, diversity and inclusion. We welcome applications from all backgrounds and communities and are happy to discuss reasonable adjustments throughout the recruitment process.