

Job Description

Senior Services Admin Co-ordinator

Reports to:	Director of Services / Assistant Director of Services
Hours:	35 hours per week (full-time)
Location:	40-44 Eglantine Avenue, Belfast BT9 6DX
Campaign Service/Cause:	Services
Remuneration:	£31,357 - £33,301

Overall Purpose of Post

At Cancer Focus Northern Ireland, we are committed to making a meaningful difference in the lives of people affected by cancer. The Senior Services Admin Co-ordinator plays a pivotal role in supporting the effective delivery of our support services, which include Therapeutic Support, Health Improvement, Community & Wellbeing programmes, and our Cancer Support Centres.

This role has two core responsibilities:

- **Managing and leading the Services Administration Team** to ensure seamless coordination and efficient administrative support across services.
- **Overseeing and developing our digital management system (AdvicePro)** to ensure accurate data capture, robust monitoring, and meaningful reporting aligned with our outcomes-based accountability approach.

The post holder will also be responsible for reception management, ensuring a welcoming and professional front-of-house experience for all visitors.

Key Responsibilities

- Leadership and management of the Cancer Focus NI Services Administration Team fostering a positive, supportive culture conducive to the effective delivery of administrative services.
- Ensuring the admin team provide effective administrative support to service coordinators and managers.
- Ensuring the effective scheduling and monitoring of referrals and appointments to all therapeutic services (services include counselling, family support, art therapy, bra fitting, support groups).
- Continually seeking to improve the organisation's service data management and information system Advice Pro, developing and implementing processes as required. These are required to administer support efficiently and promote and establish an effective outcomes-based accountability approach to monitoring and reporting, on all activities delivered across the organisation.

Specific Duties

Team and Office Administration

- Lead, manage, and support the Services Admin team to ensure high-quality administrative support to the Director of Services, Assistant Director(s), service co-ordinators and managers.
- Promote a culture of learning and development, providing line management, performance appraisals, and ongoing professional development for the administration team.
- Develop, implement, and improve office management and admin policies and procedures.
- Monitor and improve administrative workflows to maximise operational efficiency.
- Oversee general office management including facilities, supplies, and equipment.
- Effectively manage office budgets, expenditure tracking, and financial reporting, working with the Services Directors to ensure that the administrative service is appropriately resourced and the work is closely aligned to the needs of Cancer Focus NI strategic agenda and direction.
- Support and motivate the administrative workforce to focus on the needs and experience of those being supported by Cancer Focus NI.
- Organise and/or support team meetings through effective communication.
- Ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs).
- Ensure all information is secure and confidentiality of information is maintained at all times.
- Ensure the professional image of Cancer Focus NI is maintained at all times.

Digital System and Data Management

- Assist with the management, development, and optimisation of our digital management system (AdvicePro). Act as a subject matter expert and champion for AdvicePro.
- Ensure all service referrals, appointments, and activities are accurately recorded and managed within the system.
- Deliver system training for staff during induction and as required ensuring that the team are well trained to manage the volume of calls and bookings, are responsive and keep up to date with communications with service staff, and work to the highest standards of accuracy in line with best practice.
- Support service leads to meet monitoring and evaluation requirements across various funding streams.
- Produce regular and ad hoc reports on service delivery, outcomes, and client engagement.
- Conduct data analysis to support continuous service improvement and inform decision-making.
- Coordinate and analyse client satisfaction surveys to inform service development.

Monitoring, Reporting and Evaluation

- Working with the senior managers of services, develop systems and frameworks to support outcomes-based accountability reporting across all service areas.
- Contribute to the Cancer Focus NI Services Improvement agenda, actively participating in team meetings and delivery of Service Improvement plans.
- Monitor programme performance and targets aligned to Cancer Focus NI strategic outcomes.
- Collate, analyse, and present statistical data monthly, quarterly, and annually for internal and external reporting (e.g., funding, accreditation, audits, board reports).
- Lead on developing processes within the department to meet the demands of a growing service.
- Work closely with Directors and Service Leads to establish KPIs, priorities, and improvements.

Governance & Service Improvement

- Ensure secure handling and management of sensitive and confidential data and client information in compliance with GDPR and Cancer Focus NI policies.
- Report immediately to the Line Manager any concerns relating to client service delivery, including any potential risk to clients, staff or others, or any child/adult safeguarding concerns or any matters impacting on clients.
- Report immediately to the Line Manager any matter or concerns that may constitute reputational risk to Cancer Focus NI.
- Adhere to Cancer Focus NI Risk Management procedures and protocols.
- Promote a culture of continuous improvement, learning, and innovation.
- Improve the operational systems, processes and policies in support of the organisation, including management, reporting, information flow and organisational planning.

- Contribute to the development of Cancer Focus NI's website and other social media information channels as required.

General

- Work as part of a multidisciplinary team to support service users, and volunteers.
- Communicate effectively including discussion and written communication.
- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
- Contribute to and work within a safe working environment.
- Represent Cancer Focus NI positively and professionally at all times.
- Attend relevant internal and external meetings, events, and training sessions.
- Attend Cancer Focus NI staff, service delivery and other meetings as required.
- Promote and support Cancer Focus NI services in all areas of work.
- Undertake any other reasonable duties as required by the Director of Services or Assistant Director of Services.

This job description is not exhaustive and outlines the core role of the Senior Services Admin Co-ordinator as it is currently. Additional elements within grade and competence may be added as appropriate to meet the needs of clients as the service develops.

This post may require occasional evening or weekend work and will require an element of flexible working.

Person Specification

Senior Services Admin Co-ordinator

The below specification shows the essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address in a covering letter, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Essential Criteria

Experience

- Proven senior experience in administration/office management, or similar role
- Proficiency in MS Office and office administration software
- Management of a digital management system
- Implementing change in a discrete area to improve services.

Qualifications

- HND/HNC/degree in a business/finance or management-related subject (equivalent or higher) plus 2 years' experience in a senior administrative work function to include 1 with management experience and experience in the use of a digital management system.
- OR
- Two A levels (or equivalent) plus 3 years' experience in a senior administrative work function, one of which must have been with management experience and experience in the use of a digital management system.

Skills & Knowledge

- Strong leadership and team management abilities
- Excellent communication skills both verbal and written
- Knowledge of office management procedures and policies
- Good administration and organisational and problem-solving skills
- Ability to meet deadlines and objectives
- Good interpersonal skills and ability to build good working relationships and lead an effective/efficient team
- Thoroughness and attention to detail at work with ability to analyse data and produce accurate reports
- Able to deal tactfully & sensitively with patients and relatives and staff.

Personal Qualities

- Enthusiasm, drive and commitment to continuous improvement and delivery of a quality service
- Ability to work collaboratively as part of multi-disciplinary team
- Able to prioritise own work load and meet deadlines
- Ability to multitask and work under tight deadlines
- Ability to work un-supervised
- Can remain calm and professional in a busy environment
- Empathetic, but able to understand professional boundaries
- Welcoming friendly and approachable manner
- An adaptable approach to work.

Desirable Criteria

Experience

- Advice Pro digital management experience or similar system
- Supervision and development of staff
- Formal performance management of staff
- Proficiency in SharePoint.

Qualifications

- Postgraduate Management qualification or equivalent professional experience.

Additional Information

Terms and Conditions of Employment

- Successful applicants must provide proof of their right to work in the UK. (This will be evidenced in the first instance by being in possession of a British or Irish passport or a valid UK Work Permit).
- The activities of this role meet the Access NI definition of regulated activity relating to working with adults and children as outlined in the Access NI Code of Practice. Cancer Focus NI will obtain an Access NI Enhanced check for the successful candidate. Applicants who have a criminal record will be treated fairly and not discriminated automatically because of a conviction or other information revealed. Applicants with criminal records will be reviewed in line with Cancer Focus Northern Ireland's policy on the recruitment of Ex-offenders.
- If there is any reason you cannot work in Regulated Activity, you must disclose this to us. Cancer Focus Northern Ireland has a written policy on the Secure Handling, Use, Storage and Retention of Disclosure information.
- Satisfactory reference checks.
- 12 months probationary period.
- Evidence of relevant academic and professional qualifications.
- Evidence of appropriate vehicle documentation (i.e. driving licence and insurance cover) must be provided where the role necessitates travel on company business in own vehicle.

Benefits

- Flexible working policy
- 25 days Annual Leave, plus 12 statutory days (pro rata for those working less than 35 hrs per week)
- 2 additional days of annual leave after 5 years' service and a further 3 days after 10 years' service
- Enhanced Maternity / Adoption Pay
- Enhanced Occupational Sick Pay Scheme
- Contributory Pension Scheme
- Cycle to Work Scheme
- Mileage Allowance at the prevailing HMRC rate
- Life Assurance
- Healthcare Plan

Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications are dealt with in accordance with the Disability Discrimination Act. A person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Cancer Focus NI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Application Process

The closing date/time for submission of CV and cover letter is **5.00pm, 3rd October 2025**.

Interview dates: 16th & 17th October 2025

If you would like to apply for this role, please submit an up-to-date copy of your CV and cover letter before this date/time to: hadmin@cancerfocusni.org or, mailed to:

Human Resources, Cancer Focus NI, 40/44 Eglantine Avenue, Belfast, BT9 6DX

We cannot accept applications received after the closing date/time.

Guidance Notes on Applying for our role

Please ensure your CV is up-to-date and accurate. Cancer Focus NI will not make assumptions from the title of your post(s) or the nature of any employing organisation(s) as to your skills and experience gained.

- If you do not provide sufficient detail, including the appropriate dates needed to meet any eligibility criteria, your application may be rejected.
- ONLY the details provided by you in your CV and cover letter will be used for determining your eligibility for the post/shortlisting purposes.

Contact Details

If you have any enquiries regarding the recruitment process, please contact Gwyneth Richards (hadmin@cancerfocusni.org) or phone 028 9066 3281.