

Family Support Coordinator

Job description & person specification



www.pasic.org.uk
hello@pasic.org.uk

Registered charity number:
1163662



- Job title:** Family Support Coordinator
- Location:** Home based with occasional travel within the East Midlands
- Hours:** 18 hours per week (subject to negotiation)
- Salary:** £25,000 - £26,000 FTE (pro rata)
- Reports to:** Family Events & Office Manager
- Holidays:** 25 days full-time pro rata. Day off for your birthday. Additional leave during Christmas closure period.



About Pasic

Pasic is a growing charity based in the East Midlands, supporting families of children and young people with cancer. We provide emotional, financial, practical, and social support for around 500 families, from the moment of diagnosis, through treatment, and up to three years after treatment ends.

We're a passionate, hardworking team of 13 staff split between two teams. Our Family Support Team, deliver vital front-line support, whilst the Fundraising & Communications Team generate income and raise awareness to ensure we can give the best possible support to families facing a childhood cancer diagnosis.



Role summary

The Family Support Coordinator plays a key role in supporting the delivery of our Family Support services. You will provide administrative and coordination support to the Family Support team, helping to ensure activities, events and family services are organised effectively.

Working closely with the Family Events Manager and Family Support Workers, you will help plan, coordinate and deliver a range of events, activities and opportunities for the families Pasic supports. This is a hands-on role for someone who enjoys working as part of a team, is highly organised and wants to make a meaningful difference to families facing childhood cancer.

You'll find working for us a rewarding experience. We've a vision for how we can make life better for families facing childhood cancer. We've a culture of continual evaluation and learning. The successful candidate will be joining a team with a 'can do' attitude, committed to developing both individuals and the charity as a whole.



Key responsibilities

General coordination support

- Provide day-to-day administrative support across the Family Support team with use of Excel, Microsoft 365, and our CRM system, Salesforce.
- Support the effective use of Microsoft 365, including calendars and Teams.
- Maintain accurate records using Salesforce.
- Support data input for events and service delivery using the CRM system including making reports as needed.
- Log donations of family support items.

Events and family support

- Provide logistical support for family support events. This includes managing bookings and emails for event attendees.
- Assist with event planning tasks such as booking venues, printing, packing, and coordination.
- Help organise and distribute support items for families (e.g. gift packs, seasonal supplies), including stock checks and purchasing items.
- Attend events from time to time when needed. This can include occasional evenings or weekends.
- Attend monthly Family Support team meetings.

Communications support

- Assist with merchandise and service materials orders.
- Monitor and save images and messages from families for use on social media and campaigns. Liaise with the Pasic Marketing Officer to ensure this information is shared and stored appropriately with media consent for charity publicity and marketing.



Person specification

- Strong organisational skills and attention to detail.
- Excellent IT skills including Excel, Microsoft 365, and CRM/databases (Salesforce experience desirable).
- Someone who is empathetic and sensitive when communicating with families. This will include written, verbal, and digital skills.
- Ability to manage multiple priorities and meet deadlines.
- A team player, willing to roll up sleeves and get stuck in.
- Access to a car and full driving licence essential.

Please Note, this role will include physical tasks including travelling to our storage units in Nottingham and Leicester and supporting with the set up of events. On occasion you may have to travel to various locations across the East Midlands to attend activities or hand out tickets to families on trips.



Other information

- Two references from previous and current employers are required for shortlisted candidates.
- Three month probation period to ensure candidate suitability.
- Equal opportunities: Pasic provides equal opportunities and will monitor the recruitment process rigorously to ensure fair access and opportunity for all.
- Nest pension: Employer contribution 5%.

How to apply

Closing date: 9th October

Interviews: W/C 26th October

Start date: Negotiable subject to job offer and DBS check

For more information, email our Family Events and Office Manager Sarah Batchelor at sarah.batchelor@pasic.org.uk

Application information:

Please email your CV and supporting letter to sarah.batchelor@pasic.org.uk telling us why you're interested in being a Family Support Coordinator and what skills you will bring to Pasic.

If your CV and supporting evidence meet our criteria, you will also be asked to complete a task as part of our shortlisting process.

As a charity we understand some candidates may want to use AI tools during their application. Whilst we welcome the use of technology to support clear communication and structure, we prefer to learn more about the authentic you. Therefore, please ensure that your application reflects your own skills, knowledge, and experiences wherever possible. In the spirit of transparency, we also ask that you state if you have used AI during your application.

Because of the nature of the role, and the potential for conflicts of interest where families have previously been supported by Pasic, applicants who have experienced childhood cancer within their immediate family in the last six years are encouraged to discuss their individual circumstances with us before applying. We are happy to do this sensitively and confidentially.

