



Health & Services Assistant

CoppaFeel!

Boob HQ London, Hybrid working minimum 2 days per week in the office

Full time – 37.5 hours per week

£28,000 per annum

About the role

CoppaFeel! is looking for a Health & Services Assistant to support with service delivery across our healthcare engagement work and resources portfolio.

The Health & Services Assistant will sit within the CoppaFeel! Education Team and will work closely with the Health & Services Manager and the Health Information Manager. This role will provide administrative and project support within a small team.

Healthcare professionals such as GPs are a key audience for us. They can help encourage young people to be confident chest checkers. This role will help support the team to grow our engagement with healthcare professionals and reach more young people with our life saving message.

About CoppaFeel!

CoppaFeel! exists to educate and remind every young person in the UK that checking their chest isn't only fun, it could save their life. We are the first breast cancer charity in the UK to create awareness amongst young people, with the aim of instilling a new healthy habit that could one day save their life. We are a small team which, collectively, has one almighty big voice. We were founded out of a need to right wrongs, and when we hear of more people diagnosed late, or young people dying from this disease, we know there isn't a more powerful reminder to get up and get out of bed every morning.

CoppaFeel! is about more than discovering a cancer diagnosis. It's about empowering ourselves to be proactive about our own health and body, as well as our outlook on life. It's about knowing your boobs; knowing that if you do find something, you know what to do and if found early, you have many options. Put simply, breast cancer does not need to be detected late, and as long as we are here and continue to be supported by people like you, we will do all we can to make sure this doesn't continue to happen.

Position in organisation

Reports to Health & Services Manager

Sits within the Education Team

Duties and responsibilities

- Provide administrative support for health engagement projects, working closely with the Health & Services Manager and the Health Information Manager to support service delivery in the healthcare space.
- Provide administrative support for programmes and initiatives that develop and promote our resource portfolio.
- Manage the administration and day to day running of our SMS reminder service.
- Provide administrative support for the healthcare professional conference programme, including booking accommodation, travel and courier arrangements.
- Organise and collate resources and materials for events, liaising with the Operations team to manage storage of team equipment.
- Be the key contact for education and healthcare materials enquiries and process requests and orders.
- Coordinate responses to general enquiries relating to our health and services work.
- Assist with tracking feedback and data for materials, resources and programmes to support monthly impact reporting.
- Coordinate the administration and scheduling of our healthcare professional webinar series.
- Assist with the set up and delivery of new projects and campaigns when required.
- Support with drafting and scheduling our monthly mailers to healthcare professionals via our email marketing platform.
- Support with processing expenses and recording expenditure against budgets, with assistance from the Health and Services Manager.
- Maintaining up to date records of our education team contacts on our CRM database.
- Support with social media scheduling within the team.

- Occasional attendance at healthcare and service delivery events to promote CoppaFeel!s work.

Skills and experience

Essential

- Excellent administrative skills
- Experience of providing support within a busy team
- Excellent organisational skills to manage conflicting priorities
- Strong time management skills with the ability to plan and meet deadlines
- Excellent communications skills
- Strong IT skills, with the ability to pick up new systems quickly
- Ability to work unassisted and be self motivated
- Ability to handle confidential or sensitive information
- Friendly and approachable with the ability to quickly build and maintain strong working relationships at all levels across the organisation

Desirable

- Experience of working in the charity sector
- Experience of working with healthcare professionals
- Experience of working with databases or CRM systems

Application information

Applications close Tuesday 20th August

Interviews w/c 9th September

Main benefits, terms and conditions

Annual Leave: 22 days annual leave (+ public holidays, 1 day of leave on your birthday and our Founder's Cancerversary)

Benefits: Flexible working, Wellbeing Fund, Employee Assistance Programme (EAP) and access to Self Space training and 1:1 therapy. For full benefits visit our [Jobs page](#).

Notice Period: 2 months

At CoppaFeel! we support a diverse range of communities and we understand that diversity within our team is central and crucial to meeting the needs of the young people we exist to serve. We strongly encourage applications from Black, and people of colour, LGBTQIA+ candidates, candidates with disabilities, from men, and from those with a lived experience of cancer because we would like to increase the representation of these groups within the charity.

We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching the charity's needs with the skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We recognise the value in encouraging a diverse range of perspectives, skills, experience and knowledge at the charity.

While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal suitability, we may select a candidate with lived experience of the issues we are seeking to address through our work.