

Recruitment pack



**Support Line
Manager**

Fixed term, 18 months

Closing date: 26 August 2026 at 11:59pm



**Target
Ovarian
Cancer**

What you need to know about the role

Job title:	Support Line Manager
Reports to:	Director of Advocacy & Impact
Location:	We currently offer a hybrid-working model. This means you may usually work from your home or remote location but are expected to attend meetings and pay for your own travel to the office in London Bridge when required.
Hours:	Part-time, 28 hours per week. The charity has a core hours policy with core hours of 10am – 4pm and flexibility around remaining hours.
Salary:	£36,500 pa (£29,200 pro rata)



About Target Ovarian Cancer

At Target Ovarian Cancer, we target what's important to stop ovarian cancer devastating lives.

We give trusted information, to help people ask questions and make decisions that are right for them. We connect people with shared experiences, and we support families every step of the way.

We stand together as a powerful community for everyone facing ovarian cancer across the UK, sharing stories and raising voices, to make sure that ovarian cancer becomes a health priority.

We know that early diagnosis saves lives, so we work closely with GPs who are at the heart of this, to help them diagnose ovarian cancer faster and earlier – giving everyone the best chance of living.

And our investment in research to find new, better and more targeted treatments means that everyone can live with hope for their future.

We're fighting for a world where everyone with ovarian cancer lives, and we're targeting what's important – symptoms awareness, early diagnosis, better treatments and support for all.



Our values

Learn about the values we expect from ourselves and each other, at every level of the organisation, every day.



Supportive

Working together to be there for women with ovarian cancer and their families.



Expert

Bringing together the knowledge, skills and experience to succeed.



Pioneering

Constantly pushing boundaries, innovating and working to be the very best we can be.



Empowering

Helping people to achieve their goals.



Passionate

Women with ovarian cancer are at the heart of everything we do.



Impactful

Delivering the changes that women with ovarian cancer and their families need.



My favourite thing about working at Target Ovarian Cancer is definitely the people – it's an absolute pleasure to be part of such a passionate and dedicated team who are super friendly and fun to work with!"

– **Helen, Head of Public Fundraising**



Specific responsibilities

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As a Support Line Manager, you will lead our charity's advice and navigation front door. The Support Line is the first point of contact for people affected by ovarian cancer, including patients, family members, carers, healthcare professionals and members of the public. This is a key support navigation role for our charity.

You will lead and provide a compassionate, professional and responsive service across telephone, email, and other digital channels. Your role will be a mix of management and front-line support. Your primary responsibility will be to lead a service that listens to people's needs and signpost them to appropriate services, support organisations, healthcare resources and trusted online information. You will not be expected to provide clinical advice. Instead, you will empower individuals to access accurate information and relevant support, ensuring every interaction reflects the charity's values of empathy, respect and person-centred care.



Specific responsibilities

Service management

- Lead the Support Line team and directly manage the Support Line Navigator.
- Develop key policies and processes to support the running of the Support Line, in collaboration with the Director of Advocacy and Impact.
- Develop and maintain processes to accurately record contact with people with ovarian cancer.
- Report on key performance indicators.
- Support the scoping and gathering of insight to support service development.
- Escalate concerns, including safeguarding concerns, in line with organisational policy.

Information and Support Navigation

- Respond to enquiries received via telephone, email, and other communication channels.
- Explore and understand the needs of callers and service users through active listening and effective questioning.
- Signpost individuals to trusted ovarian cancer information, support services, healthcare providers and partner organisations.
- Guide service users to information available on the charity's website and other approved resources.
- Help individuals understand the support options available to them and how to access them.
- Maintain up-to-date knowledge of the charity's services, resources, campaigns and external referral pathways.
- Ensure service users receive accurate, consistent and accessible information.
- Provide support and guidance to the Support Line Navigator to perform their duties.

Delivering Excellent Support

- Provide a welcoming, compassionate and person-centred experience for everyone contacting the charity.
- Support individuals who may be anxious, distressed or facing uncertainty following a diagnosis, treatment or bereavement.
- Handle sensitive conversations with empathy, professionalism and discretion.
- Work within agreed service standards and response times.
- Recognise when enquiries require escalation and follow organisational procedures for safeguarding concerns, complaints or complex cases.



Specific responsibilities

Record Keeping and Administration

- Accurately record enquiries, actions and outcomes using the charity's CRM or case management system.
- Maintain confidential records in line with GDPR and organisational policies.
- Support service monitoring, evaluation and reporting through accurate data collection.
- Contribute to the maintenance of information resources, FAQs and knowledge management systems.

Team and Organisational Support

- Work collaboratively with colleagues across support services, fundraising, communications, policy and advocacy teams.
- Participate in training, supervision and team meetings.
- Contribute ideas to improve service quality, accessibility and user experience.
- Keep informed about developments in ovarian cancer care, support services and relevant healthcare pathways.



Person specification

The best person for this role will have experience of:	Essential	Desirable
Significant experience in a health-based customer service, contact centre, helpline, information or support service role.	x	
Experience supporting people via telephone, email, or other digital channels.	x	
Experience using databases, CRM systems or case management systems to record information accurately.	x	
Experience developing or evolving support services, either in leading these changes or playing a strategic role in the changes.	x	
Experience of leading or managing a support line in a similar organisation.		x
Experience within the charity or cancer support sectors.		x
Experience providing information, signposting or navigation services.	x	
Experience supporting people through webchat or other digital channels.		x
The best person for this role will have knowledge of:	Essential	Desirable
Knowledge of ovarian cancer, or other complex condition and its impact on patients and families.	x	
Understanding of the UK health and care system and cancer support pathways.	x	
Excellent verbal and written communication skills.	x	
Strong listening and interpersonal skills.	x	
Confidence in supporting people from a wide range of backgrounds and circumstances.	x	
Ability to communicate complex information clearly and sensitively.	x	
Good organisational and administrative skills with strong attention to detail.	x	
Proficient in Microsoft Office and digital systems.	x	



Person specification

Ability to maintain professional boundaries and understand the limits of a non-clinical role.	x	
Understanding of safeguarding principles and procedures.	x	
Ability to manage confidential information appropriately.	x	
The best person for this role will be (behaviours):	Essential	Desirable
Compassion for everyone affected by ovarian cancer.	x	
Respect for individual experiences and choices.	x	
Integrity, professionalism and accountability.	x	
Collaboration and a willingness to learn.	x	
Commitment to improving outcomes and experiences for people affected by ovarian cancer.	x	



Benefits



Holidays

Staff start with 25 days' annual leave entitlement, rising to 27 days after one year's service and 30 days after two years' service and also receive statutory public holidays. This is pro- rated for part time staff.



Employee assistance programme

All members of staff, their partners and any dependants between the ages of 16 & 24 in full time education, have access to a free and anonymous service providing information, expert advice and specialist counselling to deal with a wide range of issues staff may encounter in their personal or work lives.



Health Service Discounts

All Target Ovarian Cancer staff are eligible to sign up to the NHS Health Service Discounts website as healthcare-related charity staff and receive discounts on shopping, insurance, mobiles, and more!



Volunteering

All staff are encouraged to volunteer at Target Ovarian Cancer events at least twice a year. Time off in lieu is given for these volunteering times when staff volunteer out of working hours.



Pension

5 per cent employer contribution.

Meet the team



I was made to feel so welcome by everyone at Target Ovarian Cancer from my very first day, and that support has definitely continued. The hybrid working model works well, but there are still plenty of great opportunities for us all to meet in person. Everyone has a really strong understanding and passion for our work and what we're here to achieve, and it's fantastic to be a part of that."

- Sinead, Events Fundraising Manager



Benefits



Interest-free season ticket loan

Allowing staff to spread the cost of annual public travel to and from the office over a set period of time.



Childcare vouchers

Available to those already on the childcare voucher scheme.



Buddy system

All new starters are allocated a buddy to help welcome them into the charity and support them in settling in.



Hybrid working

Our hybrid working policy means staff may usually work from their home or remote location, and are expected to attend meetings and pay for their own travel to the office in Angel, London when required.



Social committee

Target Ovarian Cancer's social committee organises fun social events creating a sense of togetherness and wellbeing among our valued staff.



Flexible working

Our standard full-time working week is 35 hours. We make every effort to support flexible working requests where possible (we respect people's different working preferences and the need for a healthy work-life balance).

Equal opportunities

Target Ovarian Cancer is committed to the promotion of equal opportunity and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.



How to apply

To apply, please submit a CV and cover letter by clicking apply on the job advertisement portal. Please also complete this [equalities monitoring form](#) and send to equalities@targetovariancancer.org.uk.

Please submit your application by 26 August 2026 at 11:59pm.

If you would like to receive a paper copy of the recruitment pack, please call 0207 923 5470 or email jobs@targetovariancancer.org.uk with the address you would like us to post it to.

We want to make our recruitment accessible to all, if there is a way we can support you in your application, please contact us at jobs@targetovariancancer.org.uk.

Target Ovarian Cancer is a company limited by guarantee, registered in England and Wales (No. 6619981).

Registered office: 10-18 Union Street, London, SE1 1SZ. Registered charity numbers 1125038 (England and Wales) and SC042920 (Scotland).

Find out more



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