



# FUTURE DREAMS

SUPPORT . AWARENESS . RESEARCH

FOR THOSE TOUCHED BY BREAST CANCER

## OPERATIONS ASSISTANT JOB DESCRIPTION

Salary: £35,000 per annum

Full Time: 37.5 Hours (flexibility is required around the needs of the House and you will be part of a rota to cover evening workshops and occasional Saturdays, with time taken off in lieu)

Location: Future Dreams House, London Kings Cross

Hybrid: 4 days in office, 1 day home

### THE CHARITY

Future Dreams Breast Cancer Charity offers breast cancer patients practical, emotional, and psychological support. It also funds crucial secondary breast cancer research and promotes breast health awareness. In October 2021, the charity inaugurated Future Dreams House in Kings Cross, London, the UK's only dedicated breast cancer support centre. Through its comprehensive online and in-person support services, Future Dreams strives to assist individuals affected by breast cancer in managing their care and treatment plans with an emphasis on the importance of prioritising health, mental well-being, and overall welfare while addressing specific pain points caused by treatment and triggers following a diagnosis. The charity's ultimate goal is to enhance the healthcare experience for our visitors and their families.

Founded in 2008 by Daniele Spencer and her mother, Sylvie Henry, during their own breast cancer treatments, Future Dreams was inspired by their appreciation for the support networks that were vital in their journeys. Their aim was to ensure that no one faced breast cancer alone or without hope. Tragically, both Danielle and Sylvie lost their lives to the disease within 18 months of each other.

### THE ROLE:

#### Key Responsibilities

- Inbox management:
  - reviewing and responding in a professional and timely manner to emails in the support@ inbox on a daily basis. Escalating to relevant people in the team when necessary.
- Scheduling:
  - Liaising and troubleshooting with 80+ instructors / community group hosts and therapists regarding workshop, community group and 121 appointment dates; cancelling / rescheduling as necessary.
  - Ensuring all instructors, hosts and therapists have the equipment that they need to conduct their sessions.
  - Cross checking House Outlook calendar with the booking platform calendar and ensuring they match
  - Scheduling the Ops Team weekly, monthly, quarterly meetings, taking minutes and following up on actions.
  - Updating and circulating the Ops Team rota to ensure adequate resourcing.

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- CRM / Booking platform management
  - Assisting Users via email/phone or in person with booking, cancelling, rescheduling or refunding classes, workshops, 121 appointments.
  - Uploading, rescheduling or cancelling workshops, community groups and 121s from the booking platform.
  - Updating visitor records and applying appropriate tags
  - Cross-checking daily visitor sign-in book with sign-ins on booking platform and updating
  - Downloading data from the booking platform for monthly and quarterly reports.
  - Checking and updating virtual links for workshops, community groups and 121 appointments
- Marketing / Comms / Events:
  - Creating monthly “What’s On” posters in Canva
  - Assist with creating Monthly Newsletters or Eblasts to be sent out to via the CRM / booking platform.
  - Assist with planning and organising Breast Care Nursing Education events, Outreach and Experience programmes and medical conferences.
  - Sending out feedback surveys on typeform, survey monkey, monitoring responses and collating feedback from workshops etc and then feeding back to the practitioner/therapist/host
- Compliance:
  - Ensure all compliance and training is completed by Staff, Volunteers, Therapists and Instructors and copies of qualifications / accreditations / insurance etc are held on file.
  - Ensure appropriate risk assessments are on file for workshops, community groups and 121 appointments.
  - Work with team to establish Standard Operating Procedures for the workshops, community groups and 121 appointments.
  - Ensure the feedback and complaints log is being completed, actioned and reviewed.
- Other
  - Occasionally support the fundraising team with the charity’s all company charity events
  - Undertaking any other duties and reasonable requests that are in keeping with the nature of this post.

## YOUR EXPERIENCE

- Proficient in Outlook and Microsoft packages including word, excel and PowerPoint
- Knowledge of CRM / booking platforms
- Strong team player with experience of working in a fast paced environment in hyper growth.
- Excellent communication and interpersonal skills
- High energy and highly organized

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## **NEXT STEPS**

You will be joining us at an exciting time of growth to support the Operations Team in delivering a first class, compliant, empowering programme of workshops, community groups and 121 appointments.

This will be an emotionally rewarding role in a fast-developing team where being collaborative, efficient and proactive is vital. You will be an excellent communicator with customer services experience and able to handle a high volume of correspondence from third parties.

Application is by way of CV and Supporting Statement (one A4 page) to [rebecca@futuredreams.org.uk](mailto:rebecca@futuredreams.org.uk)

Deadline: Interviews are already underway. We will interview suitable candidates upon receipt of their CV and covering letter. We hope to appoint to role by end of July.