



**Volunteer Co-Ordinator**

**Candidate Information Pack**

**October 2025**



# Star Throwers

## Cancer Support Charity

### **General enquiries**

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NR18 0DB

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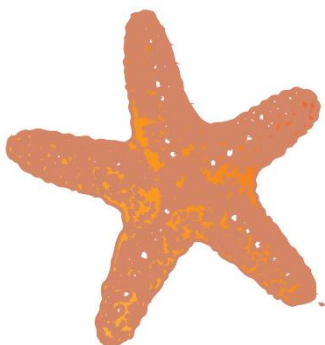
E: [info@starthrowers.org.uk](mailto:info@starthrowers.org.uk)

F: StarThrowers

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## About Us

Based in Wymondham, the Star Throwers Centre was opened in 2009 and has supported over 4,000 people affected by cancer.

Star Throwers is a cancer support charity in Norfolk dedicated to supporting people with cancer and their carers, from diagnosis through to life after cancer.

Cancer can affect any of us, children, parents, friends – age does not matter. Facing a cancer diagnosis and treatment can be one of the toughest times in someone's life and understandably quite daunting,

Cancer patients and carers face numerous physical and emotional challenges, making it crucial to address their unique needs with empathy and understanding. With the constraints on the NHS, it is increasingly more important that there are additional complementary facilities and services, like Star Throwers available to support our communities.

Star Throwers offers a significant lifeline for cancer patients and carers in Norfolk, Suffolk and beyond. It fosters a sense of connection and reduces isolation often felt during cancer treatment.

Star Throwers creates a nurturing environment that bolsters confidence. Patients benefit immensely from knowing that they have people who understand their struggles and are committed to them, who can help them understand sometimes very complex terminology and treatments and where they can go to meet others who have similar or different stories to share.

Our services include cancer information sessions, nutrition, counselling, lymphoedema treatment, scar therapy, fatigue management, hair loss support, nine different complementary therapies and nine different support groups.

# Our Strategy

## Our Vision

To provide an individually focused support service for people affected by cancer.

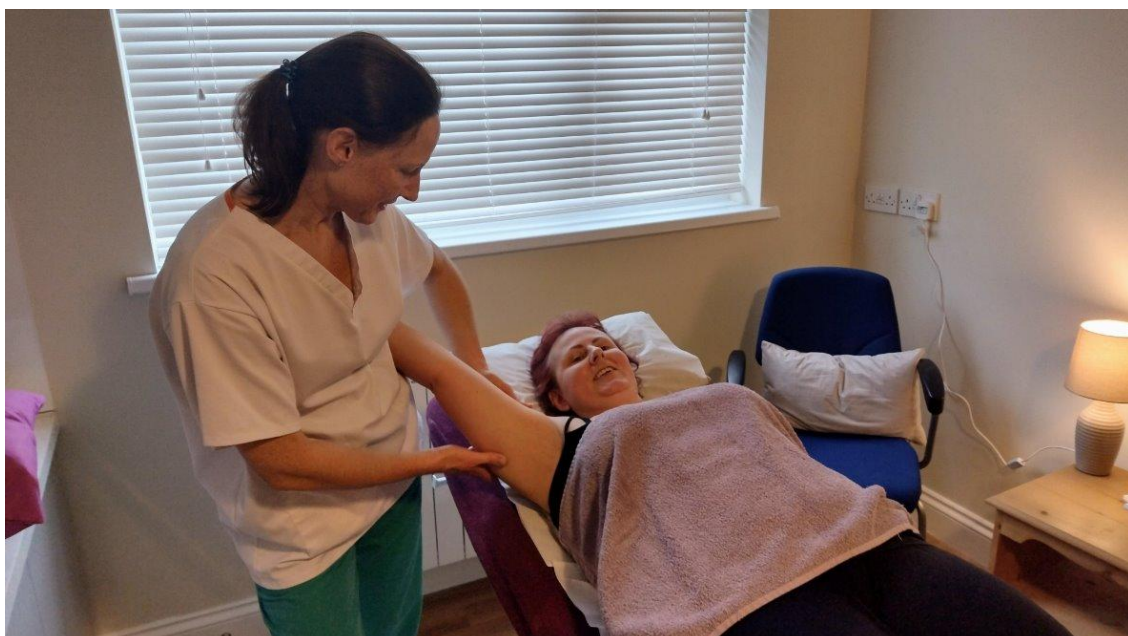
## Our Mission

We will together put the needs of people affected by cancer at the centre of everything we do.

We have a strategy 2020 – 2022+ prioritising the following:

- ★ To continue to deliver our services in the safest way possible and maximise our current capacity.
- ★ To strengthen our current processes and improve the sustainability of the Charity.
- ★ To maximise and increase the capacity of our current services and staff and volunteer skills.
- ★ To raise greater awareness of our services to users and supporters.

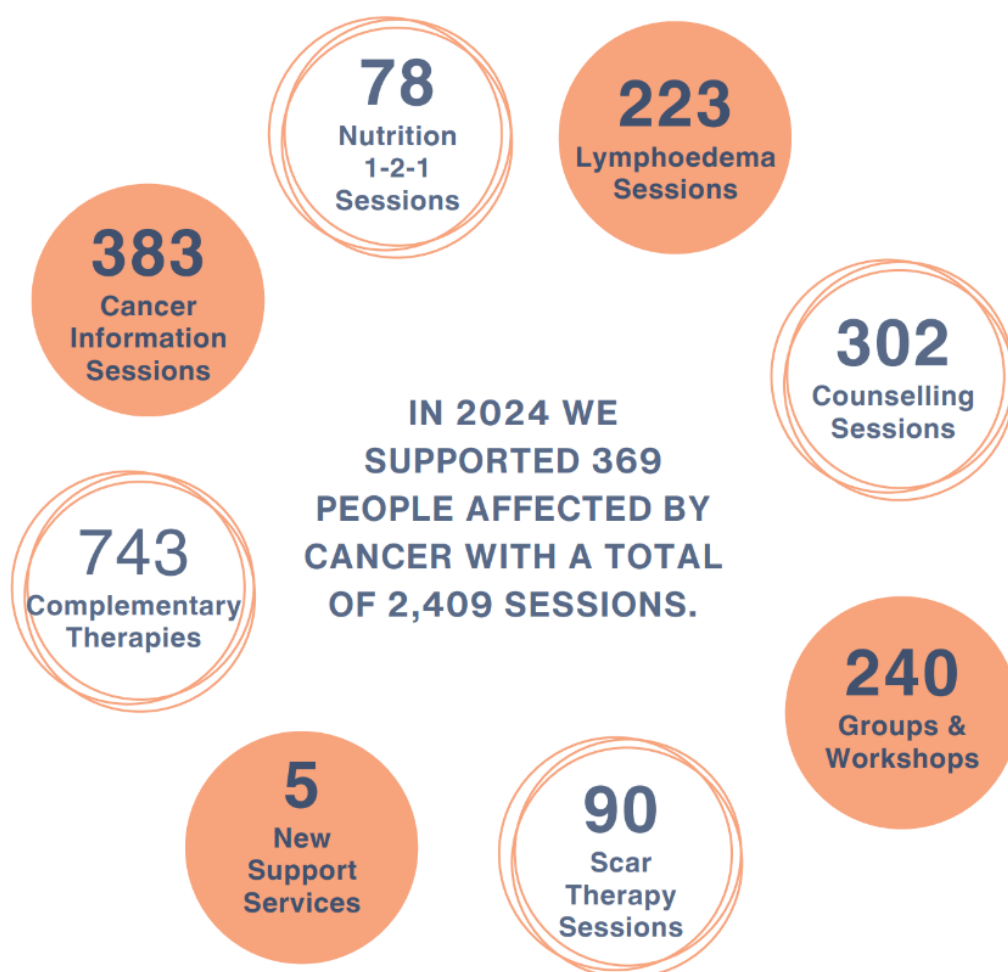
We have a new five-year strategy which will take us to 2030. This retains our current priorities but with an additional focus on ensuring equity of access and optimising our impact for cancer patients and their carers across Norfolk.



## Our Year in Numbers

Since 2009, we have helped over 4,000 individuals. Last year, we supported 369 people with 2,409 sessions. Thanks to our community, staff, and volunteers, Star Throwers offers vital support to those affected by cancer.

In 2024, Star Throwers provided:



# Our Values

**At Star Throwers, we share the vision of providing an individually focused support service for cancer patients and their carers. We are inspired by the people we serve and the difference we can make, and by our commitment to each other.**

## **We treat people with respect and dignity**

We aim to put the needs of each individual at the heart of everything we do and work in a professional manner at all times.

## **We enhance the lives of people affected by cancer**

Using our cancer specialism to enable cancer patients to become better informed about their diagnosis and treatment options and improve both their well-being of that of their carers.

## **We are collaborative and inclusive**

We aim to achieve more by working collaboratively to ensure that everyone feels respected, valued, and supported.

## **We have integrity and trust**

We will maintain high levels of confidentiality to protect our service users, volunteers, and supporters. We are transparent and honest in all aspects of our work.

## **We strive for excellence**

We strive to produce support and information of the highest evidence-based quality, continuously improving and reviewing everything we do.



# Star Throwers

Cancer Support Charity

## Centre Manager

### Job Description

**Responsible to:** Chief Executive Officer

**Salary:** £28,000 pro rata

**Part time:** 24 hours per week (over 5 weekdays, hours to be agreed with applicant)

**Job Type:** 18-month fixed term contract, with possibility of extension dependent on impact and funding.

#### Overall Responsibility of the Job:

Accountable to the Chief Executive, the Volunteer Co-ordinator will be responsible for embracing and expanding our valued volunteer community supporting Star Throwers charity in Wymondham, providing a robust volunteer infrastructure for a growing charity and a professional, friendly, welcoming service to our service users.

#### Main Responsibilities:

- ★ Work collaboratively with long-standing volunteers to ensure they feel valued, supported, and recognised for their ongoing contributions.
- ★ Engage with the local community to recruit new volunteers, focusing on individuals with clinical, therapeutic, retail, fundraising, and marketing expertise.
- ★ Work with the management team to support the integration of volunteers into various service areas, including retail, therapies, centre operations, and fundraising initiatives.
- ★ Introduce and support volunteers delivering specialist services such as lymphoedema assessment, Cognitive Behavioural Therapy (CBT), and wellbeing activities.
- ★ Develop and implement a volunteer strategy and action plan aligned with Star Throwers' five-year Strategic Plan.
- ★ Identify skills gaps and recruitment needs to ensure effective delivery of current and new services.
- ★ Coordinate, deliver, and monitor relevant training programmes for all volunteers, including customer service training.
- ★ Regularly evaluate the impact of volunteer involvement and the Volunteer Co-ordinator role itself.

#### Person Specification

- ★ Experience: Previous experience in volunteer co-ordination, community engagement, or a related field is desirable.
- ★ Communication: Excellent interpersonal and communication skills, with the ability to engage and motivate people from diverse backgrounds.



- ★ Organisation: Strong organisational and planning abilities.
- ★ Initiative: Proactive, with the ability to identify opportunities for improvement and implement solutions.
- ★ Teamwork: Collaborative approach and commitment to working as part of a wider team.
- ★ Empathy: Understanding of the challenges faced by those affected by cancer and a genuine desire to make a positive difference.

### **Key Skills**

- ★ Excellent interpersonal skills.
- ★ Excellent communication skills - both written and oral.
- ★ Excellent organisational and co-ordination skills.
- ★ Proficiency in Microsoft Office, scheduling systems and social media platforms.
- ★ Ability to work under pressure.
- ★ Ability to work independently and flexibly and as part of a team.

### **Personal Attributes**

- ★ Positive, initiative-taking approach to work with a 'can do' attitude.
- ★ A great team player and line manager.
- ★ Energy and enthusiasm for the role, and most importantly for the charity.
- ★ Empathy and patience.
- ★ Sense of humour.

## How to Apply

To apply for this position please send your CV, a covering letter by noon on Friday 10<sup>th</sup> October 2025 to: [sam@starthrowers.org.uk](mailto:sam@starthrowers.org.uk)

### The selection process

Shortlisted candidates will be invited to interview the week commencing 20<sup>th</sup> October 2025. Please note that this role is subject to suitable references.

### Location

The interview will be held at the Star Throwers Centre:

30 Melton Road

Wymondham

NR18 0DB

**Any questions please do not hesitate to contact Sam Brown, Chief Executive Officer: [sam@starthrowers.org.uk](mailto:sam@starthrowers.org.uk) or 01953 423304.**



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