

## **Information and Data Administrator**

### **Overview**

WMUK is looking for an organised and self-driven administrator. With a high level of attention to detail, you'll be playing a key role in delivering high-quality patient information, whilst managing the day-to-day operational administration to ensure the smooth running of the charity.

We are a small charity supporting people affected by Waldenstrom's macroglobulinaemia (WM) and lymphoplasmacytic lymphoma (LPL) - rare forms of blood cancer. We provide trusted information, personal support, advocacy and services for patients, families and others affected by WM and LPL.

You'll be working at the heart of a small organisation, driven by passionate individuals trying to improve the lives of people with a rare cancer. The role is central to the charity's strategy, helping to empower patients and be the expert voice.

Using people management skills, you will support the production of patient information through managing review panels, collating feedback and helping the Medical Writer to produce high quality patient information meeting robust accreditation processes.

Your keen attention to detail and organisational skills will help maintain accurate and clean data, whilst providing essential operational support across the charity. You will work closely with the Deputy CEO, Support Line Nurse, Medical Writer and the wider staff team to ensure our information, services, and processes are reliable, consistent and well-managed.

### **Job Description**

Location: Remote, UK-based, with occasional travel for meetings

Hours: 2 days per week

Salary: £27,000-£30,000 FTE, pro rata

Reporting to: Deputy CEO

Contract: Permanent

### **About the role**

The Information and Data Administrator will play a key role in supporting the charity's core services to people affected by WM and LPL.

You will coordinate the information production process, including managing review panels, collating feedback, tracking progress and ensuring agreed processes are followed. You will also act as the charity's database administrator, helping to ensure data is collected, recorded and maintained cleanly and consistently so that we can deliver meaningful change to the community.

Alongside this, you will manage the day-to-day operations of the charity, helping the team work efficiently and ensuring key systems, records and processes run smoothly.

## **Key responsibilities**

### **Information production and review**

- Coordinate the charity's information production and review process, ensuring patient information is accurate, accessible, by following PIF TICK-accredited processes
- Manage review panels, including sending out information, answering queries, and ensuring deadlines are met
- Collate and organise feedback from reviewers, including healthcare professionals and people with lived experience
- Maintain accurate records of review dates, approvals, version control and sign-off
- Support Medical Writer with design and publication processes

### **Data and database administration**

- Act as the day-to-day administrator for the charity's database, the Raiser's Edge (RE)
- Ensure supporter, service user, donor and stakeholder data is collected, recorded and maintained accurately and consistently
- Support good data hygiene by identifying duplicates, correcting errors, updating records and maintaining agreed naming and coding conventions
- Produce and prepare data lists for communications activity, working closely with the Communications Manager
- Support the Fundraising Manager by ensuring donation information is recorded accurately and shared in a timely way
- Regularly process donations made through the charity's online form, ensuring they are accurately recorded in the database
- Help develop and maintain simple data processes, guidance and checks to improve the quality and reliability of charity records
- Ensure all data handling is carried out in line with GDPR, data protection requirements and charity policies

### **Operational administration**

- Manage the charity's main inbox, answering enquiries or disseminating communications to the appropriate member of staff
- Take ownership of HR processes, including annual leave calendar, staff handbook review and management of HR policies
- Manage the relationship with the charity's IT Management Company, taking ownership of IT requests

- Where appropriate identify areas to improve operational workflows to better support the staff team and ensure the charity operates efficiently
- Thank donors in a timely manner, demonstrating the impact they are making, whilst liaising with the Fundraising Manager on supporting donors giving larger gifts
- Maintain key organisational records, documents, templates and filing systems
- Provide day-to-day administrative support as needed to help ensure the smooth running of the charity
- Adapt when necessary to fulfil the needs of the charity

### **Personal specification**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills and attributes</b>		
Fluent in spoken and written English	Yes	
Excellent attention to details	Yes	
Strong administrative skills	Yes	
Highly organised, prioritising workloads to meet deadlines, whilst following processes	Yes	
Strong written and verbal communication skills to liaise a wide range of stakeholders	Yes	
Strong IT skills	Yes	
Familiar with Microsoft 365 programmes	Yes	
Excellent telephone manner	Yes	
Ability to work flexibly and manage varied tasks	Yes	
Understanding of the importance of GDPR and responsible data handling	Yes	
<b>Experience</b>		
Experience of using a database, maintaining accurate records	Yes	
Experience of project management	Yes	
Experience supporting the production, review or quality assurance of patient or public information.		Yes
Experience of using Raiser's Edge 7 or NXT		Yes
Experience of working with people living with or affected by cancer		Yes
Experience of donation recording, supporter journeys or fundraising administration		Yes
Experience of working in a charity		Yes
<b>Personal</b>		
Is empathetic	Yes	
Proactive and able to act on initiative when appropriate	Yes	
Adaptable in a fast-paced environment	Yes	
Comfortable working remotely as part of a small team, with a flexible and collaborative approach.	Yes	

Has same core values as charity	Yes	
Willingness to learn new things, and actively searches out areas of professional development	Yes	
Passionate about empowering patients to help them live fulfilling lives with WM/LPL	Yes	

## Other Information

### About WMUK

WMUK is the only charity in the UK focussed on supporting people with Waldenstrom's macroglobulinaemia (WM) and lymphoplasmacytic lymphoma (LPL), rare forms of blood cancer. Our vision is that people affected by WM/LPL live longer, good quality lives, being supported every step of the way by WMUK.

Our strategy focusses on:

- Being the **expert** voice, becoming the credible, leading-edge source
- **Harnessing** knowledge, data and evidence to drive equitable access and **improve** patient outcomes
- **Empowering** patients to live well with WM/LPL and **supporting** them throughout their experience
- Being a financially viable organisation with a **strong** foundation for achieving our goal

We take great care and pride in supporting our staff team, with a focus on flexible working and professional development. Our values are:

- **Caring:** We let others know we are always there for them and appreciate that everyone is different
- **Collaborative:** We seek connections, start conversations and build relationships, working together to solve problems
- **People First:** We do everything we can to equip, empower and challenge our people to accomplish great things on a regular basis
- **Learning:** We appreciate there is no end to knowledge and always chase it, in the pursuit of doing things better

### Working arrangements

This is a remote role, working 2 days per week, with some flexibility around working pattern. Occasional travel will be required for meetings, team days or charity events. Reasonable travel expenses will be reimbursed in line with charity policy.

The role reports to the Deputy CEO and will work closely with colleagues across communications, fundraising, and support services.

### WMUK benefits

- 25 days of paid holiday (FTE), not including bank holidays

- 3 days of additional Christmas leave – our office closes between Christmas and New Year's Day, and these days aren't taken out of your annual leave allowance
- Flexible working hours – work your hours to suit your lifestyle; we do not have a long-hours culture
- Pension scheme – you'll be enrolled 3 months after your start date. Contribution is 4% employer / 4% employee. Opt-out if you prefer
- Home working – no need to pay out for commuting expenses and we'll provide you with the equipment you need to work efficiently from home

### **How to apply**

Please send your CV and a covering letter outlining your interest in the role and how your skills and specific experience meet the personal specification.

Applications should be submitted to: [info@wmuk.org.uk](mailto:info@wmuk.org.uk)

Closing date: 5pm 10 June 2026

Interview date: Weekend commencing 22 June 2026

We particularly welcome applications from people with lived experience of cancer, blood cancer or rare conditions, and from candidates whose backgrounds are underrepresented in the charity sector. Reasonable adjustments will be made at all stages of the recruitment process.