

***brainstrust* support specialist – non-malignant brain tumours**

Profile and responsibilities

Full time, permanent role.

Salary £27,500 PA

Flexibility to work from home, our office in Leeds or hybrid working depending on experience and preferences.

What's involved

Working closely with *brainstrust's* Head of Support and Director of Policy and Services, you will be trained to deliver the Charity's revered, impartial and impactful coaching and information service for people living with a non-malignant brain tumour, and their families.

You will instil empowerment and control in those living with a non-malignant brain tumour, dramatically improving their wellbeing. You will play a key role in helping us towards our vision to be readily available to as many of the 80,000 people in the UK who are living with a brain tumour, and their caregivers.

You will:

- Continue to grow the impactful community for people with a non-malignant brain tumour through face to face, online, phone and email support, social media engagement and running workshops and events for brain tumour patients and their caregivers.
- Be willing to coach and be coached. Rigorous support and recognised training will be provided.
- Support with ensuring that every people living with non-malignant brain tumours and their caregivers work with us to secure the best possible outcome.
- Refer potential fundraising opportunities to relevant members of the *brainstrust* team to ensure the sustainability of the project.
- Work within our systems to ensure that people living with non-malignant brain tumours and their caregivers are accurately and effectively triaged to receive the appropriate support.

Who we need

You will be an excellent communicator, face to face, online, phone or email. You know the importance of listening, and you are the sort of person that brings focus and calm to difficult

situations. Prioritising your workload is second nature. Perhaps most importantly of all, you're energised and driven by a passion for learning and making life better for those with a long term and/or serious illness.

A degree is not essential, but a caring or communication skills qualification is desirable. It is important that you have a high standard of writing, and that you are on good terms with your computer, particularly MS office, email and maybe even salesforce.com or similar case management tools.

Experience of, and a belief in the power of coaching is highly desirable, but full training will be provided.

Responsibilities

You will help to ensure that brainstrust delivers a service which contributes towards our goal of 'instilling a sense of empowerment and control in everyone living with brain cancer'. This includes those living with a non-malignant brain tumour.

What this looks like:

- Work collaboratively with clinical stakeholders to ensure that patient and caregiver information and support needs are available throughout the brain tumour journey
- Be informed about relevant health, social care and voluntary sector developments
- Assist with ensuring that information about the patient experience is used to inform decision-making about local service provision for people affected by brain tumours.
- Represent brainstrust in health and voluntary sector local networks as appropriate and share the learning internally and externally.
- Ensure information, databases and patient records are maintained confidentially and safely in line with *brainstrust's* policy
- Support volunteers in service delivery with emphasis on user involvement
- Perform all duties in accordance with *brainstrust's* policies and procedures
- Undertake other tasks as appropriate to the role
- Work collaboratively with *brainstrust* team members, sharing knowledge and supporting with the delivery of the Charity's strategic plan.
- To support with monitoring and evaluation of the project.

What makes it a great job

This is a full-time role with flexible hours and flexible working practices. We focus on objectives and outcomes rather than the clock, and we are a dynamic and energetic team which is very supportive and great to work with. The role and organisational strategy are established, but there is plenty of scope to make your mark and make the role your own. You will be working with a supportive, energetic team who are truly passionate about changing lives and you will be able to implement ideas quickly, with autonomy, but with support from those around you to give you confidence.

Apply now

To apply, please send your CV and a covering letter explaining why you are the best person for the role to join.us@brainstrust.org.uk

Closing date: Noon on Friday 16th January 2026

Interviews will be conducted remotely on a rolling basis.

We are an inclusive team and organisation committed to equal opportunities, we recognise the need for greater diversity in the charity sector, so we welcome and encourage candidates from a diverse range of backgrounds to apply for this role.

To allow continual monitoring and improvement of our equality, diversity and inclusion activity, we would be grateful if you could complete **this anonymous survey** once you have submitted your application. This is to understand who we are reaching with the promotion of our roles. Your responses are not linked to your application and will have no bearing on the outcome of your application.

Please, strictly no agencies.

Registered charity in England and Wales (1114634), Scotland (SC044642).

Registered office and postal address: 4 Yvery Court, Castle Road, Cowes, Isle of Wight, PO31 7QG