Community Development Officer

RareCan is an exciting, UK-based medtech startup aiming to improve the lives of people affected by rarer forms of cancer by accelerating research. We are looking for brave self-starters with a talent for getting things done and a strong customer focus. If you are determined to make a difference and want to get your sleeves rolled up in a fast-evolving startup, we look forward to hearing from you.

We are recruiting a Community Development Officer to support the on-boarding and engagement of Members within the RareCan community. This is a fantastic opportunity with the successful candidate joining a new business and new team with the ability to help influence decision making as the business grows.

Main Duties will include:
- Monitor and reply to emails, online messages and phone calls from new members and guide them through the registration process
- Engage with members of the RareCan Community through targeted campaigns to increase quality of information held within the CRM
- Increase RareCan community engagement with regular telephone calls with members
- Contact members about research opportunities and screen members against research protocols
- Identify gaps in RareCan membership process and work with the team to implement campaigns to improve the communities
- Work with members to understand their experience of RareCan and what they want from RareCan, and work with the team to incrementally improve the user experience

Essential Skills required:
- Excellent communicator, both written and spoken
- Have a strong sense of empathy and a good listener
- Self starter and able to manage own workload
- An interest in cancer research
- Able to work individually and as part of a team
- A clear understanding of the importance of confidentiality

Desirable Skills required:
- Previous experience of customer service
- An understanding of the journey a cancer patient may be on
- Educated to degree level
- A strong knowledge of the internet and technology
- Knowledge of health tech industry