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August 31, 2025

Digital Support Services Officer

Dear Blood Cancer UK Recruitment Team,

I am writing to apply for the **Digital Support Services Officer** role at Blood Cancer UK. What excites me about this position is the chance to make sure people affected by blood cancer feel supported and connected, wherever they are. In my previous work with community-focused projects, I learned how important it is to create spaces where people can find not just information but also understanding and reassurance.

At two human rights charities, *GAIPCHT* and *JPNUK*, I helped trace, digitise, and publish decades-old materials, including books, legal documents, and campaign archives, so they could reach a wider audience. I worked alongside groups such as Amnesty International and also took on the role of informal IT lead, where I managed digital workflows, trained volunteers, and supported colleagues as they adapted to new systems. I used CRM databases regularly to track enquiries, manage user data, and generate reports while keeping accuracy, confidentiality, and data protection in mind.

I also managed the charities' social media accounts and moderated private chat groups for staff and volunteers. This gave me experience in keeping online spaces safe, respectful, and welcoming, while stepping in with support whenever it was needed. I am confident in using a wide range of digital tools, including CRM systems and Git, and I enjoy using data and feedback to improve how online services work.

Inclusion and accessibility are personal as well as professional values for me. As an immigrant from Bangladesh and a carer for two autistic brothers, I have seen first-hand the barriers people face when services are not designed with different needs in mind. Those experiences have shaped the way I work: I always want people to feel welcome, heard, and supported, especially in digital spaces.

I would love the opportunity to bring my skills and perspective to Blood Cancer UK, helping to grow the online community, support volunteers, and ensure that everyone who reaches out for help feels connected. Thank you for considering my application. I look forward to the chance to talk with you about how I could contribute to your team.

Yours sincerely,  
Christ Amlai