



## Qualitative Researcher

Reporting to: Senior Quantitative Researcher/Data Analyst

Contract: Permanent

Hours: 37.5 hours per week

Location: Hammersmith

Salary: £30,000

## About Starlight

Starlight is a national children's charity that exists to brighten the lives of seriously ill children and their families. We aim to provide an escape from the reality and routine of serious illness by providing play and distraction services in hospital and hospices; by giving families the opportunity to have fun days out and by granting wishes. Together our services contribute to positive development through childhood even during treatment and hospital stays; and provide families with valuable opportunities to meet a social network of people with shared experience.

The right to play for children is enshrined in the UN Charter for Children's Rights and access to play during serious illness is especially important as a contributor to successful treatment and healthy development. We support health professionals and health play specialists by equipping them with a tool box called a "distraction box" which provides lots of inventive ways to distract children from the unpleasantness of treatment. We also send "boost boxes" to hospitals which are full of toys and activities which help to normalise play in the hospital setting.

Our touring storytellers in the spring and pantomime in the winter often provide children with their first experience of live entertainment and encourage the children to socialise with each other and join in.

Our "Escapes" are a series of events - from a Christmas Party at Downing Street to a summer party at a Children's farm- which give families a day off from treatment, the opportunity to have fun and to make friendships with other families sharing similar experiences all in a safe space, all without the responsibility of organising it for themselves.

We also give families something to plan, to look forward to and to create memories together by granting wishes. Our wishes can meet the needs of children and their families in lots of different ways from a hot tub in the garden that can provide therapeutic support to providing access to opportunities and experiences that they wouldn't otherwise have.



## Our Strategy and the Qualitative Researcher role

It's an exciting time to be joining Starlight as we develop a new strategy to differentiate our services to be more user-centric and with measurable impact. We are establishing an Insight and Children's

Outcomes team which will be carrying out research with seriously ill children, their families and health professionals to better understand the play and distraction needs that can help to contribute to positive development and outcomes even through treatment and hospital stays. As a result of the research we expect to build on our existing services and test and trial new services that are designed to meet very specific unmet needs.

It's an exciting time, but it can be demanding too and so you will need to be a brilliant time and project manager, able to juggle demanding priorities with tight deadlines. You'll need to be self-aware and emotionally intelligent with the ability to build and maintain positive internal and external relationships and you'll have the curiosity and desire to help to establish this new function at the heart of Starlight.

## The main purpose of the role

The Qualitative Researcher is a new role that is integral to embedding this new research function in Starlight. You will primarily be responsible for designing and undertaking qualitative research and you'll work closely with the wider team to generate insights relating to Starlight's work.

## Key Responsibilities

- Work with the Head of Insights and Outcomes for Children to build Starlight's research and insights function
- Help design and undertake qualitative research
- Work closely with Children's Services, Wish Granting, Fundraising and Operations to generate and share qualitative evidence to support and fulfil Starlight's strategic objectives and the generation of insights relating to Starlight's work
- Conduct literature and policy reviews, as well as, documentary analysis relating to Starlight's work, our beneficiaries and services/provisions in this area
- Undertake interviews, workshops, focus groups with families of seriously ill children and/or with key stakeholders



- Conduct qualitative research using social and digital media
- Transcribe and analyse qualitative data, as well as write up the findings
- Create infographics, data visualisations and prepare outputs for different internal and external audiences
- Support the development of research proposals

#### You'll have:

- A MRes or equivalent specialising in qualitative research in either, childhood studies, disability studies, health and/or social care. A PhD would be desirable
- Experience of working and/or conducting research with seriously ill or disabled children, and, disadvantaged and/or vulnerable groups
- Strong qualitative research skills
- Experience of writing research funding proposals and successfully securing funding
- Experience of successfully designing and undertaking qualitative research with experience of using one or more of the following methods, case studies, interviews, focus groups, workshops and participant observation/ethnography. Experience of designing and undertaking surveys is desirable.
- Experience of using social and digital media in qualitative research
- Strong understanding of outcome and impact measurement in the context of health, wellbeing, childhood and family
- Strong project management and organisational skills with the ability to plan and deliver efficient and effective solutions
- Excellent report writing and communications skills, both verbal and written; attentive to detail
- Ability to generate different outputs that appeal to different audiences
- Advanced CRM & PC skills (Word/Excel/PowerPoint/ThankQ) and experience of using Nvivo



- Ability to work effectively under pressure and manage a high volume of work, delivering to a high standard of quality within tight deadlines
- Diplomatic and confident in building / maintaining effective working relationships with people at all levels
- Hard working, enthusiastic, proactive and a strong team player
- Experience of seeking ethical approval for research

### What we offer

What we offer A friendly, contemporary, open plan office environment just 5 minutes-walk from Hammersmith tube station with lots of shops, cafes and the River Thames on our doorstep. A brilliant team who support and encourage each other who organise book groups, cake bakes, yoga classes and board game nights. A competitive salary and exceptional benefits package including 25 days holiday which rises to a maximum of 30 depending on length of service; employee assistance programme; life assurance; income protection insurance; season ticket loan; child care vouchers; ride to work; auto enrolment pension; healthcare cover.

### To apply

Please email your CV accompanied by a cover letter which highlights your most relevant, recent experience for this role to [karen.james@starlight.org.uk](mailto:karen.james@starlight.org.uk)

Closing Date: 9 am on the 11<sup>th</sup> March 2019

First Interview: w/c 11<sup>th</sup> March 2019

Interviews will be held at Starlight Children's Foundation, 3<sup>rd</sup> Floor, 227 Shepherds Bush Road, London, W6 7AU



## Additional Information

### Diversity Policy Statement

We believe that everyone has the right to be treated with consideration and respect. Starlight is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. We aim to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

### Use of CVs

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. All CVs received prior to the closing date of the role will be considered **providing they are accompanied with a covering letter**. CVs will be kept by Starlight in line with the Data Protection Act 1998.

### Shortlisting

Starlight is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; if you are shortlisted we will contact you and invite you to attend an interview on the dates in this document, please ensure that you will be available on these dates. You will also be advised at this point if there will be any skills test, presentations etc.

### Employment Checks

All offers of employment are made subject to the following criteria: a standard DBS (Disclosure and Barring Service) check, proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and two most recent references.