

## Job Description & Person Specification

Job Title:	Service Insights Coordinator
Contract:	Permanent
Hours:	Fulltime (37.5 hours per week)
Location:	London, Hammersmith (currently remote working due to Covid19)
Salary:	£26,000

### About Starlight

Starlight Children's Foundation is the national children's charity which exists to champion the importance of play and defend every seriously ill child's right to it. We do this through services in hospitals to provide play and distraction and run a series of events and experiences to help alleviate anxiety and isolation. We support children, families and health professionals to make moments of escape for those who need it most.

We provide boxes for hospitals filled with games designed to distract and aid recovery. Distraction Boxes contain toys and games specially chosen to ease children's fears when they are worried about medical procedures. Boost Boxes contain toys, games and art materials from stress balls to slime, playing cards to puzzles, to help children laugh and learn while in hospital. Our Escapes programme offers a chance for children and their families to leave the stresses of hospitals and treatment behind and simply enjoy being a kid again.

Through the work we do and the people we work with, we listen, learn and share knowledge, enabling others to join our mission.

### Our Strategy and the Service Insights Coordinator role

We bring play and distraction into the lives of children who are in hospital and those with long term conditions. We work with more than 800 hospitals and hospices across the UK, by methods as diverse as the provision of Gaming Bundles, Hospital Pantomime and Storytelling Tours and our signature Boost and Distraction Boxes of toys and activities. Through the Starlight Ambassador programme we actively engage with health professionals, especially play specialists, to ensure we are providing impactful services.

As part of our strategy, we are looking to further increase our understanding of the needs of our beneficiaries and the impact of our services, enabling us both to expand our reach to bring these services to more children and to innovate to develop new state of the art, more impactful services. This role will be pivotal in driving our insights work forward and transforming our services, evidence and impact. Reporting to the Head of Insights and Impact and working alongside the Service Innovation Coordinator, the Service Insights Co-ordinator will be pivotal in implementing our evaluation framework, monitoring our impact, and, driving our insights work forward whilst ensuring that we can continue to transform our services and increase their impact.

If you have experience in research and in data analysis, interpretation and presentation, perhaps within a hospital or children's environment, and a passion for using that information to help drive real operational change, then you could be the person we need to join our team.



## Key Areas of Responsibility

1. Work with the Head of Insights and Impact to build Starlight's research and insights function to ensure we are an evidence-based organisation.
2. Coordinate and run the implementation of Starlight's Evaluation Framework and monitor its effectiveness as an evaluation tool for Starlight
3. Coordinate the evaluation of the performance and impact of both existing and new services, including evaluating pilots in terms of performance, value, impact and scalability
4. Conduct research into the experiences and characteristics of our beneficiary population and the state of 'play' for children in hospitals to build an evidence base that informs our work, innovation and strategic direction
5. Ensure that all our approaches to research and insights are valid, reliable, ethical and safe, in line with our policies and protocols
6. Work closely with the Service Innovation Coordinator in undertaking feasibility studies, as well as support the delivery of our new activities to generate insights and impact reports to evidence our work.
7. Work closely with the Service Delivery Managers to collate evidence, case studies and insights to strengthen our relationships with beneficiaries and stakeholders.
8. Support the delivery of our Advisory Group/Ambassador/Consultation activities with beneficiaries, health professionals, suppliers, sponsors, and supporters to ensure we generate robust insights that can inform our work
9. Develop and deliver our feedback surveys/activities for beneficiaries and prepare reports summarising the findings.
10. Work with the Service Delivery Managers and CRM Manager to curate our service delivery data and produce data on reach and impact, together with case studies, for fundraising and marketing purposes.
11. Work with the Children's Services Delivery Managers and our Marketing, Communications and Fundraising Teams to create outputs, infographics and data visualisations to present findings that appeal to different audiences.
12. Develop and/or input into the production of the content of reports which demonstrate the value, need for and impact of our services.
13. Support the development of research proposals and applications for funding.
14. Work flexibly and positively to achieve the objectives of the charity.
15. Work as "one team" across Starlight, actively participating in charity wide projects, assisting colleagues as needed and adhering to Starlight values in all aspects of your work.

## Management and Key Relationships

### Reports to

Head of Insights and Impact

### Staff managed

N/A



## Key Relationships

Internal:

- Children’s Services Teams
- Marketing, Communications and Fundraising
- CRM

External:

- Academia and key experts in the field
- Health professionals
- Beneficiaries
- Public sector organisations, including data hubs e.g. NHS, ONS, etc
- Voluntary/Third Sector organisations and think tanks

## Person specification

Requirement	Essential	Desirable	Evaluation
Knowledge and understanding / experience of quantitative and qualitative analysis	√		I/A
Strong analytical skills	√		I
Experience of developing and conducting surveys and analysis of survey data	√		I/A
An understanding of evaluation, outcome and impact measurement particularly in one or more of the following areas: children, families, health and play	√		I/A
Experience of participatory research and co-production, particularly with children, vulnerable groups and/or in hospital		√	I/A
Experience of using insights to inform innovation, service development and improving service delivery		√	I/A
Undergraduate degree or equivalent (post-graduate degree desirable)	√		A
Organisational skills with the ability to plan and deliver efficient work and effective solutions	√		I/A
Excellent report writing and communications skills, both verbal and written with attention to detail	√		A
Ability to present information in ways suitable to different audiences	√		I/A
Ability to work effectively under pressure and manage a high volume of work, delivering to a high standard of quality within tight deadlines	√		I
Diplomacy and confidence in building and maintaining effective working relationships with a variety of stakeholders	√		I/A
A pragmatic approach and hardworking, enthusiastic, proactive and a strong team player	√		I
The ability to work creatively to solve problems and make decisions, both as part of a team and independently	√		I/A



Requirement	Essential	Desirable	Evaluation
A strong sense of initiative and responsibility; accustomed to handling confidential information	√		A
Solid IT skills (Microsoft Office), strong Excel skills and the ability to work with databases	√		A/I
Experience of using research software packages such as NVivo, SPSS, Tableau, Qualtrics and Recollective		√	A

\*I = tested at interview, A= tested via cv / supporting statement

## What we offer

A unique opportunity to be part of an organisation that is passionate about preserving childhood throughout serious illness through hospital play and distraction services, wish granting and an escapes programme. We help children and their families to escape the routine and reality of treatment.

A friendly, contemporary, open plan office environment just five minutes' walk from Hammersmith tube station with lots of shops, cafes and the River Thames on our doorstep.

A competitive salary and exceptional benefits package including 25 days holiday rising to 30 days with service; employee assistance programme; life assurance; season ticket loan; child care vouchers; ride to work; auto enrolment pension; healthcare cover.

## To apply

Please email your CV accompanied by a supporting statement which demonstrates how your experience matches the person specification and highlights your most relevant, recent experience for this role, to [recruitment@starlight.org.uk](mailto:recruitment@starlight.org.uk). In order to aid our diversity monitoring, please also complete and return the Diversity Monitoring Form, also by email, to [recruitment@starlight.org.uk](mailto:recruitment@starlight.org.uk). These forms will be used for data monitoring only and the information will be collated by someone outside of the selection team.

Closing Date: 4<sup>th</sup> May 2021

First Interview: 11<sup>th</sup> May 2021

Second interview: 13<sup>th</sup> May 2021

Interviews will be held via videoconference.

## Additional Information

### Place of work

All staff are currently working remotely as part of our Covid19 response plan but this is continuously under review. Applicants should therefore expect to be Hammersmith based once this period ends and whilst we are open to flexible working requests there will be a requirement to spend significant time each week in the office.



## 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, marital or civil partnership status, ethnicity, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Starlight actively welcomes candidates from all backgrounds.

## 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 in line with our Data Retention Policy, as required by the General Data Protection regulations.

## 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: proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, enhanced DBS and two most recent references.

