

Job Description & Person Specification

Job Title:	Children's Services Head of Service Delivery
Contract:	Permanent
Hours:	Fulltime (37.5 hours per week)
Location:	London, Hammersmith (Option of some remote working)
Salary:	£50,000 - £55,000

About Starlight

We are the national children's charity dedicated to using the power of play to make the experience of illness and treatment better for children and their families.

At Starlight, we are passionate about protecting this time of play, championing its importance and defending every child's right to it. Our passion takes us to the bedsides of the some of the most poorly children in the UK who are in hospital, often without hope of leaving. We use the power of play to create a sense of escape from the difficult reality in which these children find themselves. To delight and distract, entertain and enlighten them. But, most of all, to restore a smile to their faces, making moments of light when the day is at its darkest.

We now work with over 800 hospitals and hospices to provide play, distraction and entertainment services which help to improve mental, physical, social and emotional wellbeing, even in the most challenging circumstances. We also run programmes of events and experiences, which allow children and their families to build social connections.

Our Strategy and the Head of Service Delivery role

It is proven that childhood illness can have severe long-term impact on wellbeing and development and our mission is to use the power of play to improve physical, emotional, mental and social wellbeing during a child's illness.

Over the last three years, our Insight and Impact team has conducted a programme of research, listening to children, their families and the health professionals who provide care, play and distraction. We have used this evidence to help understand what is important to families during serious illness and we have also taken time to understand the services that are already available from other charities and organisations. This has enabled us to define a unique position for Starlight and agree a new strategy for our service delivery.

As part of our new strategy, we have created a dedicated Service Delivery Team, working alongside our Insight and Impact team as part of the wider Children's Services department, focussed on ensuring the effective running and delivery of all of our services. That could be providing our growing number of hospitals and hospices with our Boost, Distraction and Special Edition boxes of toys and activities; facilitating Hospital Pantomime and Storytelling tours (physical and virtual); ensuring impactful services by engaging with health professionals, especially Health Play Specialists, via our Ambassador Programme; or helping children and families build social connections via our Escapes, special experiences and group trips.



We're working to significantly expand our reach to bring our services to more children and to develop new, state of the art, more impactful and sustainable services, despite the challenging economic climate caused by the pandemic. As Head of Service Delivery, you'll provide both strategic and operational programme management to our existing services as well as leading on the implementation of new and proactive service delivery models, fostering a collaborative change management and continual improvement approach with all stakeholders and service users. Reporting to the Director of Children's Services and working alongside the Head of Insight and Impact, you will be a confident, resilient and inspiring team player, taking the lead in all aspects of service delivery, ensuring our charitable purpose of supporting both children & their families alongside the health professionals who care for them is maintained to the highest standards.

You'll manage four Managers within the Service Delivery team and collaborate with staff across the organisation to deliver our shared objectives.

Key Areas of Responsibility

1. Be responsible for the effective and efficient planning and delivery of services to children, families, and health professionals in line with Starlight strategy and safeguarding policies.
2. Develop and maintain effective procurement & stock management systems and processes to ensure best value for money.
3. Develop and lead the implementation of best practice models in relation to Service Delivery practices, supporting innovation, excellence, continual improvement and Programme/Project Management approaches within Children's Services.
4. Manage the service delivery budget, controlling costs and working closely with the Director of Children's Services and finance colleagues to ensure there is accurate monitoring and effective forecasting of spend.
5. Chair our internal Service Delivery Group, providing oversight and troubleshooting of all service delivery workstreams and ensuring compliance with agreed KPIs.
6. Act as risk owner, ensuring all risks are effectively captured, assessed and monitored and that appropriate solutions and mitigating actions are in place.
7. To be one of three safeguarding deputy leads for Starlight and attend the Safeguarding Sub Committee and support its work.
8. Work closely with the Head of Insight and Impact, supporting the planning, costing and implementation of initiatives & pilots including full rollout into normal service delivery channels where appropriate.
9. Assist on strategy, policy and development with the Director of Children's Services to deliver a business plan which supports the overall organisational strategy.
10. Ensure the service delivery team is skilled and effectively managed and motivated to deliver services to children, families and health professionals at all times.
11. Collaborate with the Fundraising and Marketing & Communications teams to help identify and maximise fundraising and PR opportunities, including closely monitoring and reporting on restricted funding expenditure



Person specification

Requirement	Essential	Desirable	Evaluation
Degree or equivalent experience in service delivery and/or project management		√	A
Minimum 5 years experience in a senior management role, managing people and budgets.	√		A,I
Experience of procurement, stock management and logistics	√		A,I
Sound knowledge of the key principles of safeguarding children	√		A,I
Good working knowledge of statutory and /or third sector involvement in relation to children & young people's health & wellbeing.	√		A,I
An awareness of the impact and effects of social exclusion on a child's health and wellbeing	√		A,I
Prior experience of working within or delivering services into the NHS	√		A
Good working knowledge of programme & project management principles	√		A,I
Ability to communicate complex issues in a simple way both verbally and in writing to stakeholders and colleagues at all levels.	√		A,I
Outstanding communication and interpersonal skills with an ability to coach, manage and develop high-performing teams and work collaboratively across the organisation.	√		I
A proven ability to see a 'big picture' strategic view as well as being able to work at a detailed level across a broad range of products and services	√		I
Proactive in nature, you will own a problem until it is resolved, going the extra mile to ensure impactful services reach their desired destinations.	√		I
The ability to understand, manage and generate reliable service performance data and translate it into insight for robust operational plans and service improvement	√		A,I
A dynamic, committed approach with the resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis.	√		A,I
Proven track record of successfully managing people, service level budgets and risks.	√		A,I
An approach which enables you to be a strong role model demonstrating a personal commitment to high standards of service, honesty and integrity and professionalism.	√		A,I
Diplomacy and confidence in building / maintaining effective working relationships with people at all levels, as well as with suppliers and stakeholders.	√		A,I
Solid IT skills (Microsoft Office) and the ability to work with databases	√		A

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



What we offer

The chance to play an important part in an organisation that is passionate about protecting play for children during times of serious illness.

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

To find out more, including how to apply, please contact our recruitment partner, Anderson Quigley, here:

<https://andersonquigley.com/opportunity/starlight-head-of-services-delivery/>

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 diverse backgrounds.

Use and Retention of CVs

We use CVs and covering letters as part of our assessment of suitability for the role. 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.

