



Job Description & Person Specification

Job Title:	Service Delivery Manager (Hospital Services)
Contract:	Permanent
Hours:	Fulltime (37.5 hours per week)
Location:	London, Hammersmith (currently remote working due to Covid19)
Salary:	£35,000 pa plus benefits

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 Service Delivery Manager (Hospital Services) 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. The team is focussed on ensuring the effective running and delivery of all of our services, whether it's 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), engaging with health professionals, especially Health Play Specialists, via our Ambassador Programme or helping children and families build social connections via our special events, experiences and group trips.

We now have an opportunity for a Service Delivery Manager to lead our Hospital Services Team. We already bring play and distraction into more than 800 hospitals and hospices across the UK and the Service Delivery Manager will play a vital role in the expansion of existing services and roll out of new services aligned to our new strategy.



You'll need experience in the operational management of service delivery and experience of working with the NHS and in children's services will be an advantage. You'll work across all areas from procurement through stock control to the logistics of delivery and you'll build relationships internally and externally to ensure efficient, effective, high quality service delivery. You'll be a key member of the Service Delivery team working alongside our Escapes and Experiences Managers to bring our charitable purpose to life for children and their families.

Reporting directly to the Head of Service Delivery, you'll manage the Service Delivery Co-ordinator and Administrator within the Hospital Services Team.

Key Areas of Responsibility

1. Provide operational management to both existing and future Starlight services delivered in hospitals and hospices in line with the Children's Services strategy.
2. Develop and manage efficient processes to ensure effective delivery of our hospital services, from application stage to follow up post-delivery, assuring high quality services .
3. Take overall responsibility for the procurement, stock control and logistics of products delivered to hospitals and hospices.
4. Ensure that service delivery and performance data including trend information is collected and regularly reported to senior managers.
5. Prepare and monitor budgets and have oversight of staff to ensure that they are effectively tracking spend to control costs throughout the planning process.
6. Undertake effective risk assessments, knowing and understanding the Starlight safeguarding policy and procedures and implementing them throughout your work.
7. Identify and escalate issues and risks to the Head of Service Delivery as required, providing ideas for solutions and remedial action.
8. Develop and maintain effective and collaborative relationships with a range of stakeholders, including health professionals, suppliers and distributors to ensure we are able to deliver cost-effective and high-quality services that are fit for purpose
9. Manage, develop, motivate and mentor staff to achieve high performance and effective operational delivery.
10. Work closely with staff across Children's Services, including the Relationships Manager to support and promote the Hospital Ambassadors programme, and the Insights and Impact Team to support the piloting and roll-out of new hospital based services.
11. Collaborate with teams across the organisation, actively participating in charity-wide projects and helping to identify and maximise fundraising and PR opportunities.



Person specification

Requirement	Essential	Desirable	Evaluation*
Minimum 3 years' experience of successful direct service delivery, including logistics, procurement and stock control.	√		A,I
Strong practical project management and organisational skills with the ability to plan and deliver efficient and effective solutions	√		A,I
A customer focused approach with a personal commitment to service improvement, equality, diversity and inclusion.	√		I
Experience of the children's, hospital or play sectors		√	A,I
The ability to understand, manage and generate reliable data (both quantitative and qualitative) and translate it into robust plans ensuring that the delivery of services is tailored to meet the needs of the organisation	√		A,I
Experience of successful management of a diverse staff team	√		A,I
The ability to work effectively under pressure and manage a high volume of work, delivering to a high standard of quality within tight deadlines	√		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.	√		I
Diplomacy and confidence in building / maintaining effective working relationships with people at all levels, as well as with suppliers and stakeholders.	√		I
Excellent communications skills, both verbal and written	√		A,I
Proven track record of managing projects, including budget and supplier management	√		A,I
Solid IT skills (Microsoft Office) and the ability to work with databases	√		A
Sound knowledge of the key principles of safeguarding children	√		I

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

Please send your CV to our recruitment partner, Prospectus, here:
<https://jobs.prospect-us.co.uk/jobs/details/hq00178599>.

Interviews will be held via videoconference.

Closing date for applications: 26th May

Expected interview dates:

First stage: Monday 7th June

Second stage: Thursday 10th June

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 recent references.

