



Job Description and Person Specification

Job Title: Children's Services Administrator
Reporting to: Service Delivery Manager (Hospital Services)
Hours: Full time (37.5 hours per week)
Contract: Permanent
Location: Hammersmith, some remote working due to Covid
Salary: £23,000 - £25,000

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 create opportunities for children and their families to build social connections. Through the work we do and the people we work with, we listen, learn, and share knowledge, working with others towards systemic change in the provision of play in hospitals.

Our Children's Services Administrator role

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 the opportunity to recruit a Children's Services Administrator, to support the Children's Services Team in running and maintaining the systems and processes vital to ensuring the Services we provide run efficiently and effectively.

Main purpose of the job

The main purpose of this role is to support the Children's Services Team, to ensure that the application data we hold is reviewed, organised and stored in line with our systems and processes,



our CRM data is up to date and accurate, and to provide general administrative support as outlined below.

Key Areas of Responsibility

- Provide overall administrative support to the Children's Services Team, including setting up meetings, taking minutes etc.
- Review and 'clean' Escapes and Experiences application data, checking applicant eligibility for the services we provide, inputting resultant data into tracker spreadsheets and updating the CRM system as appropriate
- Support the logistics, planning and delivery of our Escapes and Experiences Services, including contacting families, post event record keeping etc.
- Review Hospital Services application data, update application trackers and CRM system, contacting successful/unsuccessful applicants, preparing delivery information to send to our supplier etc.
- Support the logistics, planning and delivery of our Hospital Services, including liaising with our warehouse, updating stock records etc.
- Prepare spreadsheets with the delivery information of our eligible recipients to send over to our distributors and suppliers
- Monitor the Team's mailboxes and collate, signpost and/or escalate issues/requests of the Children's Services Team
- Take telephone calls for the Children's Services Team in a polite and friendly manner, fielding general enquiries as well as escalating when appropriate
- Support the communication and evaluation activities relating to our services, including sending out application forms, feedback surveys, updates etc.
- Work with the fundraising and marketing teams at Starlight to provide supporting information for fundraising and marketing activity
- Maintain effective working relationships with internal colleagues and a range of external contacts including health professionals, suppliers, volunteers, sponsors, supporters, trustees as appropriate for the delivery of our work.
- Work as 'one team' across Starlight, actively participating in any company wide projects and assisting team and Starlight colleagues as appropriate

Person specification

Requirement	Essential	Desirable	Evaluation*
Excellent communications skills, both verbal and written	√		A, I
Experience of prioritising your work, excellent organisational skills with a high attention to detail	√		A, I
Advanced PC skills (Word/Excel/PowerPoint), experience of working with databases and excellent record keeping skills	√		A
Experience of working within a fast-paced healthcare environment		√	A, I
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
A pragmatic approach and be hard working, enthusiastic, proactive and a strong team player	√		A, I
Diplomacy and confidence in building/maintaining effective working relationships with people at all levels	√		I
A strong sense of initiative and responsibility; accustomed to handling confidential information	√		I
A strong service orientation approach to your work and experience of building a strong network of relationships, both internal and external	√		A, I

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 and an escapes and experiences 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 benefits package including 25 days holiday rising to 30 days with service; employee assistance programme; life assurance; season ticket loan; 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. In order to aid our diversity monitoring, please also complete and return the Diversity Monitoring Form, also by email, to 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: 19th October 2021

Interviews MAY be held via videoconference.

Additional Information

Place of work

All staff are currently working two days in the Hammersmith office with the remaining three days 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.

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.