



## Job Description & Person Specification

Job Title: Research Manager  
Contract: Permanent  
Hours: Fulltime (37.5 hours per week)  
Location: London, Hammersmith (currently hybrid working due to Covid19)  
Salary: £37,000 (depending on experience)

### 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 hundreds of hospitals and hospices across the UK 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 Strategy and the Research Manager role

Starlight uses the power of play to make the experience of illness and treatment better for children and their families. We are passionate about protecting time for play. We champion play's importance and defend every seriously ill child's right to it. Our passion takes us to the bedsides of some of the most poorly children in the UK. We use the power of play to create a sense of escape from the difficult reality in which these children find themselves. Central to the delivery of our work is the use of evidence and data that is used to inform our decision-making and to influence change that meets our strategic objectives in an impactful, sustainable and effective way. We're therefore excited to be recruiting a dedicated Research Manager in the Insight and Impact Team. If you have experience in managing diverse multi-method research projects with children and young people, and vulnerable groups, and experience of managing researchers, this is the job for you. As part of our strategy, we are looking to use research, evidence and data both to expand our influence on policy and practice, but also to improve our reach to bring these services to more children and to innovate to develop new state of the art, more impactful services.

### Main purpose of the job

This role will be pivotal in driving our insights work forward and transforming our services, evidence and impact. The Research Manager will provide programmatic management to our research, participation and evaluation activities. They will also manage one Service Impact Coordinator, and, one Service Insights Coordinator. Reporting to the Head of Insight and Impact

and working alongside the Service Delivery Managers, they will take the lead in bringing our evidence based charitable purpose to life for children and their families.

**Key Areas of Responsibility**



1. Work with the Head of Insights and Impact and Service Insights Coordinator and Service Impact Coordinator to build and manage Starlight’s research and insights function to ensure we are an evidence-based organisation in line with our strategy
2. Provide programmatic management of research activities including evaluations and new research project, and manage resources effectively
3. Conduct research, manage the data collection and analysis across different projects, and work with the Service Insights and Impact Coordinators to produce infographics, reports and outputs with our findings with the supervision of the Head Insight and Impact
4. Manage and deliver a wide range of research, evaluation and participatory methods including interviews, surveys, literature reviews, focus groups and data analysis that seek to evidence, enhance and innovate Starlight’s work as protectors and influencers of play
5. Support the Head of Insights and Impact and Head of Play in developing proposals and methodologies to trial and test new services and manage the delivery of those projects/methods/activities
6. Support the Head of Insights and Impact and Head of Policy and Public Affairs in building evidence and data that can be used to influence policy and practice
7. Manage the Service Insights and Impact Coordinators and support and mentor them to achieve high performance, impactful and effective evaluation, research, participation and insights from our work
8. Support Head of Insight and Impact and Head of Policy and Public Affairs in developing and maintaining effective and collaborative relationships with a range of stakeholders, including health professionals, policy-makers, academics and experts
9. Assist the Heads of Children’s Services in using insights and data to demonstrate need and impact of our work, suggest areas of improvement, awareness raising, influencing policy and practice, and areas for the development of new services
10. Work closely with Service Delivery Teams to scope and test new ideas for services and input into the procurement process for products and services to ensure our work is evidence based
11. Support the development of research proposals and applications for funding.
12. Identify and escalate issues and risks to the Head of Insight and Impact as required, providing ideas for solutions and remedial action.
13. Assist on strategy, policy and development and work with the Head of Insight and Impact to deliver the business plan which supports the overall company strategy
14. Support and assist Starlight colleagues to help identify and maximise our data, cases for support, awareness raising, influencing policy and practice, fundraising and PR opportunities.
15. Ensure that all our approaches to research and insights are valid, reliable, ethical and safe, in line with our policies and protocols

## Person specification

Requirement	Essential	Desirable	Evaluation
A MRes or equivalent specialising in social research, childhood studies, disability studies, health and/or social care.		X	A
Experience of managing multiple research projects	X		A/I



Experience of working and/or conducting research with seriously ill or disabled children, and, disadvantaged and/or vulnerable groups	X		A/I
Strong qualitative and quantitative research skills	X		A/I
Experience of writing research funding proposals and successfully securing funding		X	A
5 or more years experience of successfully designing and undertaking qualitative and quantitative research using one or more of the following methods: evaluations, surveys, case studies, interviews, focus groups, workshops and participant observation/ethnography.	X		A/I
Experience of using social and digital media in qualitative research		X	A
Strong understanding of outcome and impact measurement in the context of health, wellbeing, childhood and family	X		I
Strong project management and organisational skills with the ability to plan and deliver efficient and effective solutions	X		I
Experience of working in policy environment or influencing policy change		X	
Excellent report writing and communications skills, both verbal and written; attentive to detail	X		A
Ability to generate different outputs that appeal to different audiences, including children, parents, policy decision-makers, health professionals, funders and the public	X		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	X		I
Diplomatic and confident in building / maintaining effective working relationships with people at all levels	X		I
Hard working, enthusiastic, proactive and a strong team player	X		A/I
Experience of seeking ethical approval for research		X	A
Experience of successfully managing research staff		X	A/I
Experience of using research software packages such as NVivo, SPSS, Tableau, Qualtrics and Recollective	X		A
Solid IT skills (Microsoft Office) and the ability to work with databases	X		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 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 {insert correct recruitment email} 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: 15<sup>th</sup> November 2021

First Interview: 22<sup>nd</sup> November 2021

Second interview: 25<sup>th</sup> November 2021

Interviews will be held in person at our office in Hammersmith.

## **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.



## **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.

