

Job Description & Person Specification

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

As part of our strategy, we are looking to further increase our understanding 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 and attract funding. This role will be pivotal in driving our insights work forward and transforming our services, evidence and impact. Reporting to the Research Manager and working alongside the Service Insights Coordinator, the Service Impact Coordinator will be pivotal in implementing our evaluation framework, monitoring our impact, and, driving our insights work forward whilst ensuring that we can continue increase our impact.

If you have experience in evaluation, 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 and Research Manager to build Starlight's research and insights function to ensure we are an evidence-based organisation in line with our strategy
2. Coordinate and run the day to day activities of Starlight's evaluation and monitoring tools as per Starlight's Evaluation Framework including surveys, interviews, online engagement and interviews
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. Ensure that all our approaches to research and insights are consistent, valid, reliable, ethical and safe, in line with our policies and protocols
5. Work closely with the Research Manager, Service Delivery Managers and Coordinators to collate and share evidence, case studies and insights to strengthen our decision-making, relationships with stakeholders.
6. Work with Research Manager to coordinate and deliver our feedback surveys/activities and prepare reports summarising the findings.
7. Work with the Head of Insight and Impact, Research Manager, Service Delivery Managers and CRM Manager to curate our service delivery data and produce data on reach and impact
8. Draft outputs, infographics and data visualisations to present findings that appeal to different audiences
9. Support the development and/or input into the production of the content of reports which demonstrate the value, need for and impact of our services.
10. Support the development of research proposals and applications for funding.

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 conducting evaluations and measuring impact		√	I/A
Experience of using insights to inform innovation, pilots and experimentation, 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
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 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. These forms will be used for data monitoring only and the information will be collated by someone outside of the selection team.

Closing Date: 15th November 2021

First Interview: 24th November 2021

Second interview: 26th 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.