

Job Description & Person Specification

Job Title: Community and Challenge Events Co-ordinator
Contract: Maternity cover
Hours: Fulltime (37.5 hours per week)
Location: London, Hammersmith, with some opportunity for remote working
Salary: £28k - £29k 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 hundreds of 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 Strategy and the Community and Challenge Events Coordinator role

There has never been such an exciting time to join Starlight. As our services evolve and we work to reach ever more seriously ill children than before, it is critical that we raise the funds needed to deliver those services to the children, families and health professionals who need them. Our fundraising is evolving too – we have a new website and donation portal, a new and vibrant brand and in the last eighteen months, alongside adapting to life under Covid-19, we've taken four new digital fundraising products to market. At the heart of our strategy is a real focus on building lasting, meaningful, and relevant relationships with our supporters, demonstrating the importance and value of the contributions that they make.

As Community and Challenge Events Coordinator, you'll help protect play for seriously ill children by using a diverse range of fundraising products, both digital and traditional, to increase our supporter base. You'll proactively develop our current supporter communities, establish new ones and recruit volunteers, third party donors, organisations and companies, at the same time maximising the lifetime value of each supporter.

You'll be able to work autonomously but also be a real team player, pitching in where needed. You'll love working with supporters and volunteers to make things happen and have a passion for driving fundraising for our cause.



Key Areas of Responsibility

- In consultation with the Community Fundraising Manager, devise an operational fundraising plan for growth across allocated community and challenge event programmes
- Monitor and evaluate financial targets and KPIs, raising any potential shortfalls with the Community and Challenge Events Fundraising Manager and planning in contingencies when required
- Manage processes and supporter journeys within specified programme areas, making improvements to increase efficiencies and growth
- Support with developing and maintaining a portfolio of community and challenge event supporters, volunteers, and community businesses – providing first-class stewardship management and supporter care.
- Advise and optimise the fundraising of supporters who wish to fundraise through their own efforts for the charity, ensuring this is legally and organisationally compliant and aiming to develop their long-term potential to the charity.
- Influence key supporters and stakeholders within the community fundraising and challenge event environment to deliver the charity's strategic goals.
- Recruit and develop relationships with individual streamers to support growth across the Stream for Starlight fundraising programme.
- Working with the Community Fundraising team, suggest and implement new fundraising materials/resources to aid in the growth of fundraising income.

Person specification

Requirement	Essential	Desirable	Evaluation*
Experience in Community and Challenge Events Fundraising		X	A
Experience of supporting and engaging supporters and working with/managing volunteers.	X		I
Excellent communication skills – written and oral with the proven ability to develop relationships both internally and externally.	X		I
Well organised with the ability to juggle multiple priorities with strong admin and database skills.	X		A
Ability to manage your own workload and keep on top of budget income and expenditure	X		I
Solid IT skills (Microsoft Office) and the ability to work with databases	X		A
Flexible team player	X		I
Positive with a can-do attitude and the ability to work under your own initiative.	X		I



Requirement	Essential	Desirable	Evaluation*
Ability to work weekends and evenings as required	X		A
The ability to prioritise demanding workloads and work under pressure to meet strict deadlines	X		I
Experience of developing tailored supporter journeys through email, telephone and written communication.		X	I
Experience of working on digital challenge and community fundraising initiatives.	X		I
Familiar with streaming and gaming fundraising initiatives and products (for example Tiltify).		X	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.

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; Vitality 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 our recruitment partner, Third Solutions, on bali@thirdsolutions.co.uk

Closing Date: 28th November

First Interviews from: 30th November

Second interview: TBC

Interviews will be held at our Hammersmith office, although Teams interviews may be used in certain circumstances



Additional Information

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. If you are invited to an interview and need any adjustments made or have particular access needs please let us know at that stage.

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 or before the dates in this document, please let us know on application if you have any difficulty with the dates. You will also be advised at this point if there will be any skills test, presentations etc. We may appoint to the role before the stated closing date if a suitable candidate is identified.

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.