

Job Description & Person Specification

Job Title: Colleague Experience Manager

This is a new role for Starlight bringing together core HR policy and process work with the development of our culture and employee experience to create an environment where everyone can be their best.

Contract:	Fulltime, Permanent
Hours:	37.5 hours pw, Mon-Fri, flexible around core hours of 10.30am-3.30pm
Location:	Flexible, with time in the London Office
Salary:	c£40k
Reports to:	Director of Finance and Resources
Direct Reports:	None
Key Relationships:	CEO, Colleague Experience Consultant, Starlight Colleagues

About Starlight

Starlight Children's Foundation is a charity working across the UK, to ensure that children who are seriously ill have the time, space and opportunity to play in and out of hospital. We use the power of play to improve quality of life and support positive outcomes by improving the experience of hospital; creating opportunities for social connection with other children and their families; and using the valuable feedback that families and health professionals share to work towards systemic and cultural change around access to play in the NHS.

Our research shows that play during illness helps children to cope with their treatment and establish good relationships with health professionals; it can alleviate anxiety and isolation and even lessen the perception of pain. Perhaps most important of all is that play is integral to a good childhood, but illness can seriously limit opportunities for play.

We have a unique role in providing toolkits, toys, activities and entertainment to support health professionals from nurses to health play specialists and families. These opportunities for play and distraction in hospitals and hospices help children to have enough things to do, get along with other children and have a sense of self and some control in at least one area of their life.

The reality and routine of serious illness can easily take the simple pleasures of childhood away. Coping with the challenges of illness, financial constraints, and some of the physical barriers that families can face in UK society makes the act of fun and time together seem impossible. Starlight aims to help families feel connected to life, have things to look forward to and the confidence to do things.

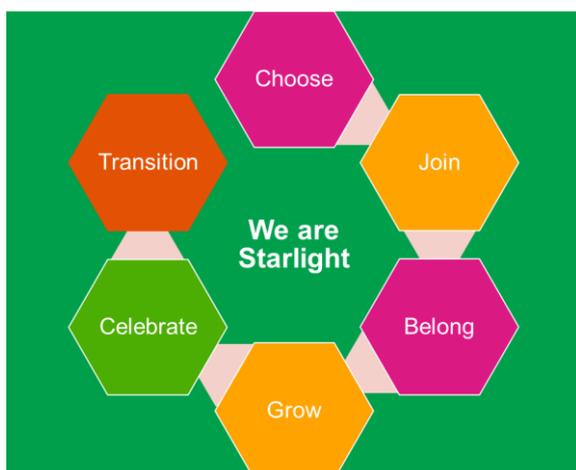
What you'll be here to do

Our Colleague Experience Manager is here to position Starlight as an employer of choice in the sector, with an understanding of colleagues' expectations in today's world of work. You'll continue to build the environment that will enable our colleagues to be at their best. You will love being responsible for everything from HR administration to supporting Learning & Development and our Moments That Matter strategy.



What you'll be responsible for:

1. **Creating a consistent colleague experience across the six 'Moments That Matter' to support Starlight's innovation and growth. You will provide the administration, policies and partnership support at each stage.**



Choose – Consistent recruitment experience in line with our values, including colleague value proposition.

Join – Colleague welcome experience from accepting, through induction to end of probation period.

Belong – The environment for colleagues to feel valued and recognised for who they are and what they do.

Grow – Opportunities to realise career aspirations through a consistent experience for all in coaching, feedback and development.

Celebrate – Consistent approach to 'what' and 'how' we celebrate, for individuals and Starlight.

Transition – Planning and preparation for progression to new roles within or outside of Starlight.

2. **Creating and delivering the operational plan to make best use of resources and develop processes to streamline and reduce transactional HR queries and administration, ensuring best practice and legal compliance**
3. **Partnering managers, coaching and supporting them with their managerial responsibilities ensuring a consistent and equitable approach across all teams**
4. **Listening carefully to colleagues, keeping finger on the pulse of their experience and engagement and responding to opportunities for improvement**



Person Specification

Requirement	Essential	Desirable	Evaluation
Alignment with Starlight purpose and values	√		I / A
An authentic belief in the importance of the engagement and wellbeing of colleagues for holistic organisational success	√		I
Significant experience of managing all HR records, compliance, and administration	√		A
Proven experience of designing employment policies and processes	√		A
Demonstrable experience of supporting recruiting managers to define requirements of roles and engaging with agencies, through to offer, onboarding and induction	√		I / A
Success in working in a standalone or small team environment, with the ability to manage the function from both from an operational and strategic perspective.	√		I / A
Experience in colleague engagement through a variety of internal communication methods	√		I
Self-awareness and diplomacy, able to influence and inspire while working socially and collaboratively	√		I
Good project management skills to prioritise activity and deliver complex plans to deadline		√	A
Experience of sourcing, co-ordinating and recording training		√	A
Experience of developing strategy & plans to develop and grow a diverse and inclusive organisational culture & engagement		√	I
Relevant Human Resource Management Qualification		√	A
*I = tested at interview, A= tested via cv / supporting statement			



What we offer

The opportunity and environment to be yourself and be your best. To have flexibility in where you work and the hours that you work. To join in beyond your role with our children and families, at events and activities. To work within a team with play at its heart.

A competitive salary and benefits package including ability to work flexibly between home and office, holiday entitlement of 25 days plus bank holidays increasing up to 30 days with service, office closed at Christmas in addition to holiday entitlement, matched pension contributions to 5%, life assurance, Vitality health cover, income protection, cycle to work scheme, season ticket loans.

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 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.

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.

How To Apply

In your application, we'd love to hear about what inspires you about Starlight's purpose, beliefs and values. We'd like a covering letter or statement that is very personal to you and gives us an insight into who you are, and how you would contribute to Starlight's success with your experience, expertise and approach.

To apply, just click through to the subsite of our recruitment partner, Ashdown Group.

<https://jobs.ashdowngroup.com/job/colleague-experience-manager-20419.aspx>

Closing Date: 28th March 2022

(We reserve the right to close earlier if we receive a number of high-quality applications).

First Interview: w/c 28th March

(Interviews may be organised as and when suitable applications are received)

Second interview: w/c 4th April