



Job Description & Person Specification

Job Title: Supporter Experience Administrator
Contract: Permanent
Hours: Fulltime
Location: London, Hammersmith
Salary: £22,000 - £25,000 PA

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 Strategy and the Supporter Experience Administrator role

It's an exciting time for Starlight as we embark on -year one of our new three-year strategy that will enable us to tailor and grow our services to brighten the lives of even more children. Despite the impact of Covid-19, we have proved that we can still raise the valuable funds within the Fundraising Team and deliver vital services to the NHS and the children for whom it cares.

At the heart of our strategy is a real focus on building lasting, meaningful, and relevant relationships with all our supporters, demonstrating the importance and value of the contributions that they make. With the fundraising department expanding its reach, this role supports the administrative needs of the whole directorate as well as working closely with other teams, helping us manage our relationships with all our supporters and establish a real supporter-first culture.

You'll have great admin skills, exceptional communication abilities and be a real organiser.

Main purpose of the job

You will support the administration needs of the directorate, with a key focus of the role will be supporting Individuals Giving appeals; from handling donations, recording donations on CRM, ensuring appropriate acknowledgements are sent in a timely manner and dealing with other administrative tasks. This is also an opportunity for someone to really make their mark helping to develop the process, structure, and culture which will help to transform our engagement with supporters and build a strong platform for future income growth. You'll need to be ready to roll



up your sleeves as we expand our work, creating a reputation for positive, warm touchpoints and excellent customer service for our staff and supporters.

Key Areas of Responsibility

1. Be central to the development of a supporter-centric culture within the fundraising department
 - You'll pride yourself on responding to enquiries – providing excellent customer service by ensuring prompt, efficient and accurate processing of the team's administration, and work closely with each team to ensure they are able to meet the needs of supporters
 - You'll be one of the first points of contact for all fundraising admin queries, which may include database queries, supporter communications or amending a supporter's record.
2. Be a brilliant administrator with keen attention to detail, understanding the importance juggling individuals' priorities whilst upholding the quality of our data and the preferences of our supporters
 - You'll understand the importance of having a great CRM and the value of recording interactions with supporters, able to follow processes and procedures to make sure information is captured correctly
 - You'll be a fast learner, able to pick up new skills to help process donations, assist with supporter communications at various levels (from Major Donors and Corporates to the those who donate through our appeals and Community Fundraising programme) in a timely manner, and ensure all tasks are carried out with speed and accuracy to meet tight deadlines
 - You'll work closely with the Finance Team to ensure we're able to report our fundraising results accurately and in a timely fashion
3. Be a great team player
 - You'll be a clear communicator, able to work with others as part of a team, but also able to work autonomously where needed
 - You'll be able to identify where you are most needed and prioritise your workload effectively and efficiently so that all teams are serviced fairly

Person specification

Requirement	Essential	Desirable	Evaluation*
Outstanding organizational and communication skills with the ability to show empathy, tact and diplomacy	√		I
Strong administration skills and a high level of accuracy and attention to detail	√		A
The ability to take on research work on behalf of the teams and deliver in accordance with the briefs provided	√		A
Ability to work on your own initiative with experience of delivering high quality work with minimum supervision	√		I
The ability to cope well under tight deadlines, and experience of working within a changing environment	√		A
Experience of using IT systems; ThankQ (or similar CRM), MS Office and other relevant IT systems as appropriate for the role	√		I
Understanding of, and a commitment to the vision, mission and values of Starlight Children's Foundation	√		A
Experience of working in an administrative capacity in a charity		√	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 fundraisingrecruitment@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: 5th August 2022

First Interview: W/C 8th August 2022

Second interview: W/C 15th August 2022

Interviews will be held in person

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.