

Thank you for your application

In this pack is the following information:

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About us

The Sick Children's Trust is the charity that provides a welcoming 'Home from Home' where families with a sick child in hospital can stay. But we're more than bricks and mortar, our friendly, caring staff are there to support families when they really need it.

Without us families would have to travel long distances, sleep in uncomfortable hospital chairs or pay for expensive hotels just to be by their sick child's hospital bedside. Not only do we alleviate financial worries but we also help the mental wellbeing of the families we support.



Our vision

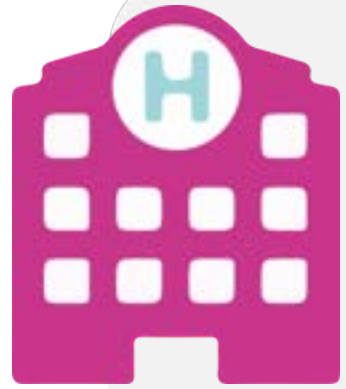
We are working to a future where every family with a seriously ill child in hospital can stay together, close to their child's hospital bedside.

Our mission

We provide welcoming, comfortable 'Homes from Home', to keep families together when they have a sick child in hospital and kind, caring staff to support them.



Our values



Passionate

We believe passionately that families with a seriously ill child in hospital should be together



Supportive

We care for families when they really need us and we support our staff to be the best they can be



Togetherness

We work together to make a difference



Proud

We are proud to be able to welcome all families that need us to our clean and comfortable 'Homes from Home'



Trustworthy

We are open, honest and transparent in everything we do. We spend our money responsibly ensuring that families are always at the heart of our work

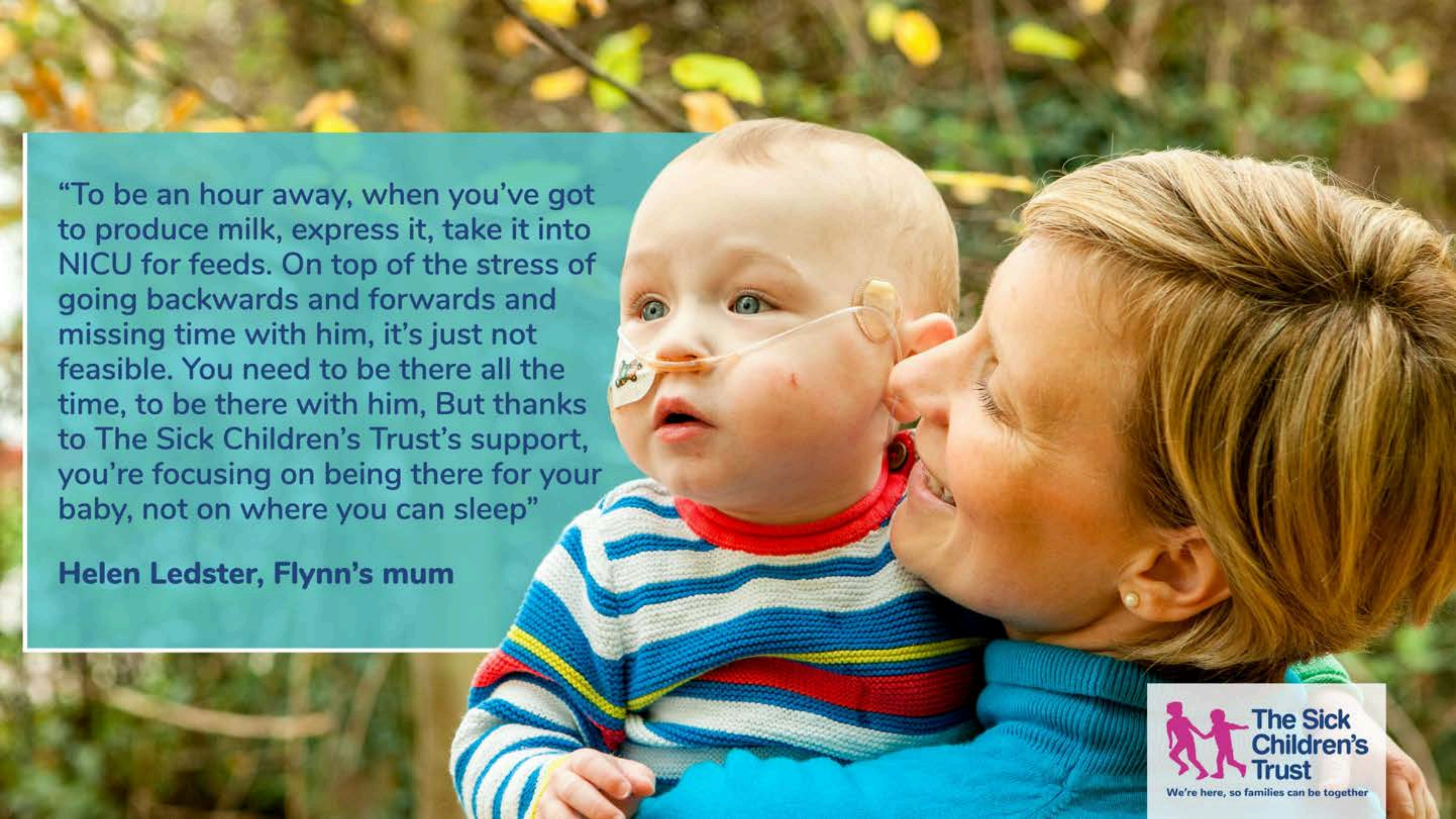
Our 'Homes from Home'

We have ten 'Homes from Home' across England that can support 148 families a night. In 2024/25 we provided 48,062 nights in our homes, supporting 3,203 families.



We're here, so families can be together





“To be an hour away, when you’ve got to produce milk, express it, take it into NICU for feeds. On top of the stress of going backwards and forwards and missing time with him, it’s just not feasible. You need to be there all the time, to be there with him, But thanks to The Sick Children’s Trust’s support, you’re focusing on being there for your baby, not on where you can sleep”

Helen Ledster, Flynn’s mum

Our staff survey

98%

of our colleagues enjoy working at
The Sick Children's Trust

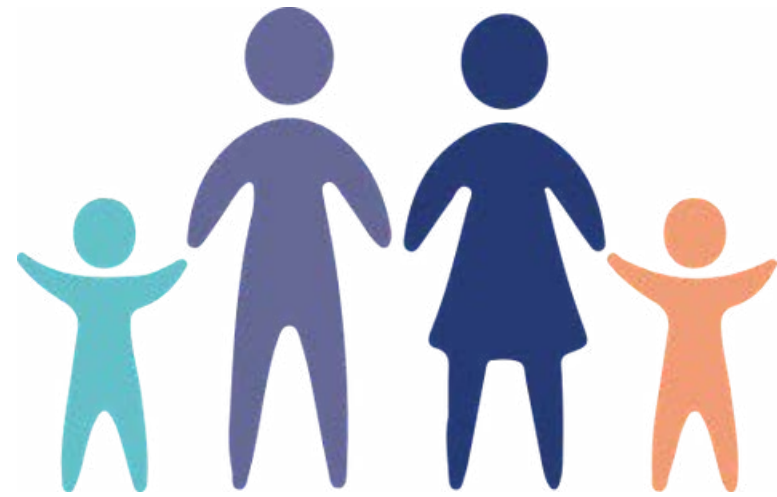
100%

of our colleagues are proud to
work at The Sick Children's Trust

100%

of our colleagues said that the
work of the charity inspires them
to do a good job

Our impact 24/25



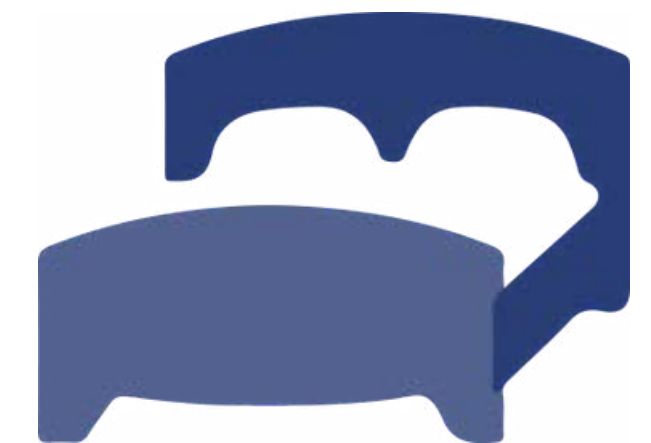
We supported
3,203
families



We provided
48,062
nights of
accommodation



Average travel time
82 minutes
from home to hospital



Occupancy rates
91%
in our 'Homes
from Home'

Job Description

Job title: Administration Assistant

Hours: Part - time - 21 hours per week (over 3 or 4 days)

Location: Hybrid working with a minimum of one day a week between a Tuesday-Thursday, working from Head Office (based near the city in London)

Reports to: Community Fundraising Manager (Initially this role will report into the Director of Fundraising for Community, Individual Giving and Events)

Role purpose:

We are looking for a versatile person to support the Community and Event Fundraising teams.

Key Tasks and Responsibilities

- To oversee the generic fundraising mailbox to ensure enquiries have been responded to in a timely manner by email, phone or letter or directed to the relevant team member
- Responsible for posting fundraising materials and packs to our supporters taking on their own fundraiser or taking part in one of our challenge events such as The Great North Run or London Marathon
- Responsible for fulfilling shop orders
- Supporting with creating and sending thank you letters and certificates to fundraisers upon completion of their fundraising
- Coding financial transactions accurately
- Processing data onto our fundraising database ensuring that it is kept up to date
- Managing stock levels of fundraising materials and collateral, highlighting when these need to be re-ordered
- To support with updating the fundraising pages of our website to ensure this is always up to date (training would be provided)
- To manage our 'Wall of Stars' and 'Room Sponsorship' recognition program including- placing orders with suppliers and recording on our database

Other

- Carry out ad hoc administrative duties to support the fundraising team and DoF.

This job description is not exhaustive; it merely outlines the primary duties and is subject to change in consultation with the post holder.

Projects and priorities may vary from time to time.

Person Specification

Experience

- Office experience - Essential
- Previous database experience - Desirable

Skills, abilities and personal attributes - Essential

- Proficient in the use of computer programs for:
Word processing, Spreadsheets/Excel, E-mail/Outlook, Internet
- Ability to work independently: can work independently and take full responsibility for their tasks
- Can do attitude/flexible: happy to take on additional tasks and develop role as required
- Good communication skills both written and verbal with an understanding of audience.
- Able to deal with call in a friendly, professional and sensitive manner, and amend templates appropriately and draft basic correspondence
- Customer service focus - able to understand supporters needs and to deal with them proactively to ensure a good supporter journey
- Foster teamwork: work cooperatively and effectively with others
- Organisation - ability to work through tasks systematically but also to manage completing priorities
- Good numeracy and literacy skills sufficient to draft basic letters confidently

Benefits

- 35 hour working week
- Discretionary hybrid working
- 25 days annual leave plus your birthday off
- Time off in lieu policy
- Auto-enrolment into a pension scheme at 3 months service
- Commitment to development and training
- Family friendly policies (flexible working and time off for dependants)

Commitment to your wellbeing including:

- Employee Assistance Programme
- Eyecare Voucher
- Flu Vaccination
- Life Assurance

Post-probation benefits:

- Bonus day off in December
- Enhanced pension option
- Permanent health insurance
- Access to Digicare+
- Access to Medicash
- Interest free travel loan



Equal Opportunity

The Sick Children's Trust strives to be an Equal Opportunity employer. We are committed to developing a diverse and inclusive organisation, where people feel supported and valued to be the best they can be.

We welcome applications from people from all sections of the community, irrespective of race, ethnicity, gender, age, disability, sexual orientation, religion or belief.

If you require any reasonable adjustments to apply for this role to the best of your ability such as an accessible venue for interview, please let us know your requirements and we will make every effort to provide assistance.

How to apply

To apply please send your CV and covering letter setting out why you are suitable for the role and how you meet the requirements set out in the job description and person specification to: recruitment@sickchildrenstrust.org

The closing date for the role of Administration Assistant is 13 July 2026

We will be considering applications as they are submitted so early application is advised

For further details about The Sick Children's Trust please visit our website sickchildrenstrust.org