

# Volunteer Recruitment Pack

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# Candlelighters

Supporting the families of children with cancer

**Patron: Lady Ingilby**

The Candlelighters Trust is a registered charity and supports the families of children affected by childhood cancer across Yorkshire. Registered Charity No: 1045077. The Candlelighters Trust is also a Limited Company, registered office: 8 Woodhouse Square, Leeds, LS3 1AD. Registered England No. 3020552



[www.candlelighters.org.uk](http://www.candlelighters.org.uk) | [volunteering@candlelighters.org.uk](mailto:volunteering@candlelighters.org.uk) | 0113 887 8333

## Volunteer Brief

**Volunteer Role Title:** Fundraising & Events Office Volunteer

**Role Description:** See page 8-9

**Hours:** Minimum one day per week between 8.30am - 4.30pm  
(we are flexible on hours and days)

**Location:** Woodhouse Square, Leeds, LS3 1AD

**Closing date:** Ongoing

**Interview date:** TBC

**Candlelighters is committed to creating an inclusive environment where everyone feels valued and empowered. We are actively building diverse teams and welcome applications from people of all ages, genders, and backgrounds.**



# Candlelighters



## About Candlelighters

Each year, over 150 children in Yorkshire are diagnosed with cancer. When a child is diagnosed, lives are turned upside down instantly: not just for the child but the entire family. Getting well again can be a long and challenging journey, emotionally, physically, and financially. Supporting children and families throughout that journey is why our charity, Candlelighters, was formed more than 40 years ago.

We understand the complexities and impacts of a childhood cancer diagnosis, and our mission is to bring light and hope to families facing childhood cancer in Yorkshire.

### We aim to do this by:

- Providing emotional, practical and financial support to families. This includes expert support such as talking therapies, wellbeing services and support groups, holidays, day-to-day support on the wards and financial grants.
- Delivering our range of high-quality family support services for whenever and wherever we are needed, from the point of diagnosis, during and after treatment, and for those families who are sadly bereaved.
- Supporting and strengthening the NHS centre of excellence in Yorkshire by funding crucial, front-line hospital roles.
- Investing in vital research, education and training to improve the outcomes and lives of children and their families affected by childhood cancer both across Yorkshire and further afield.

### Our Vision

*To bring **light** and **hope** to every family affected by childhood cancer across Yorkshire.*

### Our Mission

*We bring **light** to families affected by childhood cancer by providing emotional, practical and financial support.*

*We bring **hope** by investing in vital research to improve the outcomes and lives of children with cancer.*

## Volunteering at Candlelighters

Here at Candlelighters, we all share the same purpose.

Over the next few pages, we will give you a flavour of what it means to volunteer for our special charity.

We live and breathe our values. It's what we believe in, what we stand for and what makes us who we are:



At Candlelighters we **CARE** about children and young people with cancer.



- We support **them and their families** through their treatment
- We support the **Children's and teenager's cancer units** in Leeds
- We support **research** into children's and young people's cancer
- We support **fundraisers** in their efforts to make a difference

# Candlelighters



## Rewards & Benefits

At Candlelighters we feel it's vital our volunteers feel rewarded for their amazing efforts. We want to make sure you get as much out of it as you put in. That's why we work hard to match your aims, goals, aspirations, personality, available time and everything else with an opportunity that's right for you.

**As a Candlelighters volunteer, you will receive the following:**

- Thorough induction & training to give you the confidence to perform your role well and to the best of your ability.
- Opportunity to develop new and existing skills to help you in your role and help you beyond your involvement with Candlelighters.
- Ongoing support from the **Family Support** and HR teams to help you be the best volunteer you can be.
- Candlelighters t-shirt and ID
- Access to the 24/7 mental health hotline
- Charity Worker Discount card
- Access to The Company Shop
- The opportunity to meet lots of new, friendly people.
- The opportunity to expose yourself to new experiences.
- Certain expenses to be reimbursed as agreed with your Volunteer Supervisor.
- Regular reviews with your Volunteer Supervisor to help you develop in your role.
- Satisfaction in knowing you are making a valuable contribution to supporting children and families affected by childhood cancer.



**We are recognised by Great Place To Work® on multiple Best Workplaces Lists and 97% of our employees say Candlelighters is a great place to work!**



## Volunteer Testimonials

Don't just take our word for it, see what our volunteers have to say about volunteering for Candlelighters!

*"Whenever I'm thanked for giving my time, I feel the urge to thank Candlelighters for letting me be a Trustee. I almost wish I could do more to support the charity, but I have to balance it with my full-time job and raising a family; being a Trustee is almost the pinnacle of giving back."*

**- Greg, Trustee**



*"I personally love being a volunteer because I know that the Christmas parties and different events that I have attended can spread the name and purpose of the charity further so more children's parents can get help while their child is in hospital."*

**- Ruth, Ambassador**



*"Candlelighters is a fantastic charity focussed on helping children and families going through the stress and anxiety of cancer treatments. It is a pleasure to give some of my time to support this charity in its amazing work."*

**- John, Trustee**



*"Everything Candlelighters do for volunteers is truly wonderful. I feel very privileged to be a part of Candlelighters as a volunteer and you make us feel so welcomed and valued. It's absolutely amazing and I can see why you have so many volunteers who stay year after year."*

**- Chloe, Family Event Volunteer**



# Candlelighters



## Getting involved

Volunteering for Candlelighters means you can get involved in as little or as much as you want to help support the charity and the amazing work that it does.

Getting involved varies from donning a silly hat for a photoshoot for a campaign, volunteering at one of our events, fundraising, or participating in an event yourself!

## Meet some of the families we support



*"The love and support you gave to us and Charlie during his treatment was above and beyond. He was never daunted by the hospital and that's down to Candlelighters. Charlie also enjoyed going to The Square after his treatment to annoy the staff there with chair races, Nerf guns and his stories. Not forgetting our amazing holiday to Centre Parcs of which the memories will last a lifetime. We are forever grateful."*

**- Mum**

*"The support Candlelighters gives is second to none and is a fine example of what other charities should follow. What is great though, is you get to meet other parents and children who have gone through the same and fully understand your pain, something that other people just never get."*

**- Dad**



## The Role

### Purpose of the Role

As a Fundraising & Events Volunteer, you will support the team during an exciting phase as we aim to increase income and enhance our services for families. You will support corporate fundraising efforts, ensuring local businesses have an excellent experience supporting Candlelighters.

You will also play a key role in organising our Business Collaboration Events—fun, networking-focused gatherings that bring together current and potential supporters to foster collaboration.

### Key Activities

#### General Fundraising

- Research potential new business partnerships.
- Approach businesses to explore partnerships with Candlelighters.
- Support the team in managing our business club.
- Thank supporters through letters or emails.
- Respond to supporter inquiries via telephone and email.
- Update the supporter database.
- Approach businesses to secure raffle and auction prizes.

#### Business Collaboration Project Event

- Book venues and negotiate with suppliers to secure free support wherever possible.
- Secure sponsorships for the event.
- Manage event invitations, including design and distribution.
- Organise the event itinerary, including speakers, games, and networking activities.
- Communicate with guests in the lead-up to the event.
- Liaise with the Marketing team to develop promotional materials.
- Perform other administrative tasks to support the fundraising team.

### We're looking for volunteers who:

- Have experience organising events.
- Possess strong administrative and organisational skills.
- Are proficient in IT, including Microsoft Office applications, and have experience working with databases.
- Have experience communicating professionally via telephone, email, and in person.
- Are friendly and approachable while maintaining professional boundaries.
- Show strong attention to detail.
- Follow Candlelighters' policies and procedures.
- Uphold and demonstrate the Candlelighters values.



This role is subject to an basic criminal record check, which is processed through the Disclosure and Barring Service (DBS).

## How to apply

If you would like to apply, please email your CV to [volunteering@candlelighters.org.uk](mailto:volunteering@candlelighters.org.uk) and we will then send you an application form to complete. Alternatively, please complete the online application form found [here](#) or via: <https://forms.office.com/e/uHdm9yZjHF>

## Closing date

Ongoing

## Interview

Candlelighters will conduct an in-person informal interview with shortlisted candidates on a date to be arranged.

We are committed to creating a supportive and inclusive environment for all candidates. If you have any specific requirements or need any adjustments to participate fully in the interview process, please let us know in advance. We are happy to explore how we can best accommodate your needs to ensure a fair and comfortable experience for everyone.

## Application feedback

Unfortunately, due to the large number of applicants we receive, we are unable to provide feedback to those applicants who are unsuccessful.

At Candlelighters, we are committed to fostering an inclusive and transparent recruitment process to ensure that you can make an informed decisions about volunteering with us. With this in mind, we acknowledge certain physical and logistical limitations within our office environment:

- Our building has steep stairs and no lift access. We recognise that this may present challenges for individuals with mobility needs.
- We use a hot desking system (employees and volunteers do not have fixed desks). We understand that this setup may not be ideal for everyone, and we are open to discussing potential adjustments to accommodate individual needs.

We encourage prospective applicants to carefully consider these factors to determine if our work environment aligns with their needs and preferences before applying.

If you have any questions, please email [volunteering@candlelighters.org.uk](mailto:volunteering@candlelighters.org.uk) or call the HR and Volunteering Manager, Corinne, on **0113 887 8333**.