



TRANSFORMING CHILDREN'S HEALTH THROUGH PLAY

Job Description & Person Specification

Job Title: Service Delivery Manager (Health Play Services)
Contract: Fixed-term minimum 6 months (with possible extension)
Hours: Full time (37.5 hours per week)
Location: Hybrid including regular time in London (Hammersmith) Office
Salary: £38-£42k

About Starlight

Starlight is the national charity for children's play in healthcare.

We support children to experience the power of play during treatment, care and recovery from illness in more than six hundred healthcare settings across the UK. Play is integral to the wellbeing of children and can make hospitals and hospices feel more welcoming, safe and a good place to thrive, ensuring children live every day even when they are sick.

Play is a vital way children gain agency in their treatment, a sense of autonomy and control; and is an important way to express thoughts and feelings in a healthcare setting. Play is often overlooked or trivialised in the healthcare system and play professionals can be undervalued and under resourced despite the contribution they make to children's wellbeing and the efficiencies they deliver in the NHS.

We believe that children's healthcare services should fully reflect the importance of play to their health, wellbeing, resilience and recovery, and that every child who is an inpatient should have daily play opportunities, appropriate to their condition, supported by dedicated play staff. We aim to enable all children in the UK to have their right to play protected and provided for when they are receiving healthcare – in or out of hospital.

Our culture

We believe that our success depends upon focusing on our purpose and business results; and taking individual responsibility for a culture where everyone can belong, feel safe and thrive. Our values are the agreed standards that govern our behaviour and are central to our decision-making and the choices that we make. Our development programme focuses on individual awareness of our own values, strengths, and preferences – what makes us who we are – to help all colleagues think for themselves, manage their environment, and make appropriate, balanced decisions for themselves, others and Starlight. We believe that our strength is in our differences and constantly strive towards an authentic workplace culture with equity, diversity, and inclusion as central principles.

OUR VALUES

“Our standards and the environment we create through our behaviours”

Responding to the world around us

We are inspired by the changes in the world around us. We have the freedom and courage to try something new, always learning and adapting to people’s needs. It means trying stuff out, seeing what happens and pushing our boundaries.

Working together for our purpose

We aim high, think big, are imaginative and curious in everything we do. We celebrate our achievements, and we help and support each other when challenges come. We all play our part in our purpose and have fun along the way.

Taking the time to understand

We take the time to understand ourselves and our impact. We actively listen, seeking to learn and understand from everyone’s experiences in life. We are open to the opportunities and possibilities this awareness brings to ourselves, others, and Starlight.

Trusted to be our best

The trust we have in each other, and our purpose guides our decisions, choices, and actions. When we are trusted our confidence grows, we ask for help, and we feel safe to be who we are. In any situation we say ‘we’ rather than ‘they’. Most of all we trust in the Power of Play for children and adults alike.

Our Strategy and the Service Delivery Manager Role

Starlight is the national charity transforming children’s health through play. We work to ensure that every child can benefit from the incredible power of play, supporting their mental and physical health during treatment and recovery from illness.

Play is not just a ‘nice to have’, without play, children can experience short, and long-term problems. In fact, it’s so important, that being able to engage in play is one of the human rights listed in the UN’s Convention on the Rights of the Child.

Without play, problems faced can range from anxiety around having blood tests which could mean appointments being abandoned and rescheduled, to developing PTSD and a fear around visiting hospitals and healthcare settings. It’s not uncommon for health play specialists to have to meet children in the car park as they are too scared to even set foot inside the hospital.

Each year, there are nearly 1.8 million child hospital admissions in the UK and nearly three-quarters (71%) of NHS trusts and health boards do not have any budget for play.



This is simply not good enough; we think that play in healthcare is non-negotiable. Driven by our research and insights into what works best for them, we provide direct services and resources for children and their families; and to the health professionals working with them. We also advocate for more and better health play services in public policy; and promote the full recognition of health play practitioners as an integral component of the children's health workforce.

Our Health Play Services Delivery team provide physical and digital materials and resources which support the delivery of health play to practitioners and families. These are informed by insight, evidence and evaluation from our Insight and Impact Team.

Central to these materials and resources is our range of Boxes which contain toys and activities specifically selected to help children relax, distract, and engage to ensure their treatment can be carried out as quickly and effectively as possible with minimal stress.

The current Health Play Services Delivery Manager is about to be seconded to a new Commercial Development role, initially for 6-months, as we shape the development of a new source of income for Starlight through paid for services. There may be the possibility of an extension to this contract depending upon the outcome of the secondment.

The Health Play Services Delivery Manager, reporting to our Head of Play leads the end-to-end process of our services. You'll need experience in the operational management of service delivery and experience of working with the NHS and in children's services would be an advantage. You'll work across all areas from procurement through stock control to the logistics of delivery and you'll build relationships internally and externally to ensure efficient, effective, high quality service delivery and excellent customer relationship management. Reporting directly to the Head of Play, you'll manage the Service Delivery Co-ordinator and the Service Data Officer within the Hospital Services Team.

Main purpose of the job

The main purpose of this role is to lead and support the team to maintain high quality, impactful service delivery to healthcare settings and to achieve service delivery targets.

Key Areas of Responsibility

1. Managing and developing efficient processes to ensure effective delivery of our hospital services, from application stage to follow up post-delivery, assuring high quality services at all times.



2. Having overall responsibility for the procurement, stock control and logistics of products delivered to hospitals and hospices.
3. Ensuring that service delivery and performance data including trend information is collated, understood and shared.
4. Preparing and monitoring budgets, managing the team to ensure that they are effectively tracking spend and controlling costs.
5. Undertaking a wide range of risk assessments and actions to manage and mitigate these risks across all activities. Having a thorough understanding of Safeguarding policy and application for everyone involved with Starlight.
6. Developing and maintaining effective and collaborative relationships with a range of stakeholders, including health professionals, suppliers and distributors to ensure we are able to deliver cost effective and high-quality services that are fit for purpose.
7. Supporting the team in their own development, supporting them to use their strengths, preferences and values to achieve business results, while achieving personal fulfilment.
8. Supporting the fundraising and marketing team with content, case studies and data for funding applications and communications, actively participating in charity-wide projects and helping to identify and maximise fundraising and PR opportunities

Person specification

	Requirement	Desirable	Evaluation
Minimum of 3 years' experience of successful direct service delivery, including logistics & procurement	√		A, I
Business management mindset, experience of budgets, reconciliation, forecasting and financial systems	√		A, I
Experience of preparing and executing stock and order fulfilment plans, using stock management systems, accurate recording of stock in and out and reconciliation of discrepancies	√		A, I
Strong project management & organisational skills, solution focused mindset	√		A
Customer focused approach with a personal commitment to relationship building, service	√		A



improvement and equity, diversity and inclusion			
Understand, generate, interpret and use reliable data to make evidence-based decisions and evaluate effectiveness of services	√		A, I
Ability to work under pressure and to tight deadlines, maintaining clarity and consistency for the team to maintain high service standards	√		A
Solid IT skills and the ability to work with databases	√		A, I
Excellent written and verbal communication skills	√		A
Understanding and ownership of the importance of self-awareness and self-management		√	

*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 work within a team with play at its heart. Personal development through our strengths and self-awareness Development Programme. A light, bright, contemporary office environment close to tubes, buses, shops and cafes. A competitive salary and benefits package, a pro rata 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.

To apply

Please apply for this role through Charity Job with 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.

We are actively recruiting for this post on a rolling basis, allocation for interviews may happen as candidates apply, which may be before the closing date stated above. As we may interview before the closing date, we reserve the right to close the role earlier if we receive a number of high-quality applications.



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 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.