

Person Specification

Education and Knowledge	Essential or Desirable
Qualifications	
GCSEs / O-Levels plus further education	E
A teaching / youth work or other relevant qualification	D
Experience	
Direct experience supporting children with medical, developmental or complex needs in a professional setting.	D
Proven ability to plan, risk-assess, deliver and evaluate events.	E
Experience designing and adapting learning activities for different age groups and key stages.	E
Experience developing and maintaining relationships with external organisations, ideally within health, education or community settings.	D
Engaging families and volunteers — Confident interacting with parents, children and volunteers in a frontline role.	D
Experience delivering training that prepares volunteers to support one another effectively.	D
Experience encouraging supportive relationships between volunteers or staff.	D
Experience attracting, onboarding and retaining volunteers.	D
Experience increasing outreach and engagement through targeted promotion.	D
Experience contributing to the growth or improvement of a developing programme.	D
Knowledge	
Strong understanding of safeguarding responsibilities, reporting procedures and safe practice.	E
Awareness of the challenges faced by children with cancer, disabilities or complex medical conditions.	E
Knowledge of key stages, age-appropriate learning and adapting content for diverse needs.	E
Understanding how to communicate sensitively and effectively with families, NHS staff and volunteers.	E

Awareness of common barriers such as confidence, boundaries, emotional load and communication differences.	D
Understanding what helps volunteers feel supported, valued and engaged.	D
Knowledge of approaches that strengthen participation from families and local partners.	D
Understanding how feedback, data and reflection inform programme improvement.	D
Skills	
An ability to write concise and meaningful reports	E
An ability to build good relationships and work within a dedicated and evolving staff team	E
Excellent planning and organisational skills with the ability to multi-task, plan and time manage	E
Good oral and presentation skills, with the ability to connect with to a wide range of people at all levels	E
Ability to work under own initiative, managing own workload and working collaboratively	E
The ability to work under pressure to meet deadlines	E
Good analytical skills with a developing ability to research and interpret information	E
Strong attention to detail	E
The ability to speak publicly, explain our work and promote the Charity.	E
Sound IT skills	E
General	
High productivity, drive and a 'can do' attitude	E
An agile approach with the ability to travel around the region, visiting various locations. Car owner and confident driver	E
A commitment to supporting an inclusive and positive workplace and team environment	E