



# Job Description & Person Specification

Job Title: Play Professional Development Coordinator  
Contract: Permanent  
Hours: Fulltime (37.5 hours per week)  
Salary: £30,000.00 - £32,000.00

## 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. We know that the highest attainable standard of health can only be realised if children are supported to engage in play in hospital.

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. 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.

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 culture starts with us. 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 – essentially 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 Play Professional Development Co-ordinator role

Through and since Covid, we have been re-positioning Starlight from a wish-granting charity to a charity that supports children to experience the power of play in healthcare settings to improve their mental health and wellbeing. These changes have made an exponential difference to the immediate impact that we can achieve for children. As well as the opportunity to create real social value in the efficiency of treatment; and to our ability to advocate for long-term systemic change in the way children experience healthcare.

Central to improving children's experience is building play capability and best practice amongst everyone working in children's health. This especially involves supporting play professionals to ensure they have access to appropriate training, development and networking opportunities. Over the last 2 years we have developed a network of Play Champions where we have worked across the healthcare sector to develop deep relationships, and we have supported advocacy of the importance of a culture of play.

The growth and success of this network means that we need to expand the capacity of the Team. We have recently promoted our Relationship Manager to Play Professional Development Manager, with a greater focus on training and development. This new coordinator role will ensure that we continue to liaise closely with, and support our

Champions network looking after administration as well as the project management and logistics of our activities and events with the network.

## **Main purpose of the role**

The main purpose of this role is to support the development of the champions network through the development of relationships; exceptional communication; logistical management and administration. You will also support the wider Starlight Team, especially fundraising and marketing, with health professional and family stories that can engage supporters across all media and inspire the public to donate to Starlight. You'll take the lead on creating opportunities for visits to healthcare settings where possible and appropriate. You'll help with the facilitation and delivery of meetings, training sessions and webinars. You will also contribute to the development of our Health Play Awards, which have rapidly become recognised as the highest accolade for play professionals in healthcare.

You will report directly to the Play Professional Development Manager.

## **Key Areas of Responsibility**

1. Support the growth and development of the Champions Network, taking a lead on administration and accurate record-keeping for all programmes of activity and responding to all communications appropriately and promptly
2. Ensure that Starlight's growing reputation for representing the voice of play professionals is protected at all times, listen carefully and take time to understand the needs of the people we are working with
3. Work with the Play Professional Development Manager to coordinate the logistics of training, networking, focus groups and resource distribution creating project plans and trackers to monitor progress of projects
4. Coordinate and facilitate focus groups, in collaboration with other Starlight Teams
5. Support the Health Play awards process from promotion, to management of nominations, judging and presentations
6. Identify opportunities for stories and content for the fundraising and marketing team, that will engage the public and inspire them to support. Create opportunities for healthcare setting visits where possible and appropriate.
7. Collect and record feedback from a research perspective, working closely with the Insights and Impact team.
8. Lead the small-scale distribution of resources to families and professionals, known as 'Random acts of Kindness'.

9. Support the management and administration of the budget, writing purchase orders, managing invoices, ensuring that all records are accurate and up to date.
10. Update and clean family data on starlight systems with support from data team.

## Person specification

Requirement	Essential	Desirable	Evaluation*
Experience in managing administration, budgeting and project management in a people-facing role	√		A,I
Excellent written and verbal skills, the ability to listen carefully, engage with all kinds of people and a natural curiosity in others	√		A,I
The ability to work effectively under pressure and manage a high volume of work, delivering to a high standard of quality within tight deadlines.	√		A,I
Diplomacy and confidence in building and maintaining effective working relationships with people at all levels.	√		I
Experience of working autonomously on own initiative and under supervision	√		I
Sound IT skills (Microsoft Office) and the ability to work with databases and prepare and present reports	√		A,I
Experience of children’s services; healthcare; or play sectors		√	A,I
Sound knowledge of the key principles of safeguarding children		√	I

\*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. To have flexibility in where you work and the hours that you work. Personal development through our strengths and self-awareness Development Programme. A competitive salary and benefits package including ability to work flexibly between home and office, 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.

Role will close on the 11<sup>th</sup> October, and we are actively recruiting for this post on a rolling basis, allocation for interviews may happen as candidates apply, which may be before the interview dates stated above. As we may interview before these dates, 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.