Application Pack

Candlelighters

Supporting the families of children with cancer

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

wwww.candlelighters.org.uk | careers@candlelighters.org.uk | 0113 887 8333

Appointment Brief

Job Title: Regional Fundraiser

Role Description: See page 9

Salary: £30,000 for a 35-hour week
That's the equivalent of £32,143 on a standard 37.5-hour week.

Enjoy a shorter working week without compromising on a competitive salary.

Hours: 35 hours p/w (27 days holiday per annum + bank holidays)

Contract: Permanent

Location: Leeds with regular travel across Yorkshire. Hybrid working available.

Address: 8 Woodhouse Square, Leeds, LS3 1AD

Closing Date: Rolling process – applications will be shortlisted and interviews conducted on an ongoing basis.

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 50 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.

Working at Candlelighters

Candlelighters is a big family.
Over the next few pages, we will give you a flavour of what it means to work for our special charity. Candlelighters is one big family with 35-40 employees. We live and breathe our values. It's what we believe in, what we stand for and what makes us who we are:

Officially a Great Place to Work!

You don't just have to take our word for it, 97% of our employees officially voted us as a Great Place To Work, and we came 36th in the top 100 UK small business Great Place to Work awards 2024 (and were the highest ranking charity in the category!).

Employee Benefits

At Candlelighters, our people are at the heart of everything we do. We are committed to supporting employees both at work and in life through a competitive benefits package that promotes wellbeing, financial security and a positive, flexible working environment, with many of our benefits exceeding statutory requirements. Most benefits are available from day one, unless otherwise stated. See the next page for our full rewards and benefits.

Pay & Financial Benefits

We provide financial benefits to give you peace of mind now and in the future:

- Generous pension scheme after 3 months of employment (5% employer / 4% employee contribution) and flexibility to increase your contributions if you wish.
- Pension salary sacrifice scheme.
- Life assurance (3x annual salary).
- Statutory sick pay during probation, then full sick pay for a limited period after that.
- Refer a Friend scheme.

Learning & Development

We are committed to helping you grow and develop throughout your career:

- Thorough, structured induction programme.
- Ongoing training and development opportunities.
- Business coaching.

Time Off & Flexibility

We understand the importance of work/life balance and flexibility:

- 27 days annual leave, plus bank holidays.
- Birthday day off.
- Option to buy or sell annual leave.
- A range of options for flexible working.
- 35-hour full-time working week.

Health & Wellbeing

Your physical and mental wellbeing are a priority, and we offer a range of support to help you feel your best:

- Mental Health First Aiders.
- Unlimited access to a 24/7 GP (online/telephone).
- Employee Assistance Programme (24/7 confidential impartial telephone support and access to counselling for health, wellbeing and personal matters).
- Flu vaccinations.
- Eye tests.
- Proud to be a Mindful Employer.
- Dedicated Menopause Champion.
- Wellbeing app and resources.

Culture & Perks

Being part of Candlelighters means being part of a supportive, collaborative, and welcoming community:

- Social events, activities and team away days.
- Annual charity-wide celebration.
- Refreshments available at work.
- Charity discount card.
- Employee parking (rota system).
- Access to support services.

After 2 years service

- Annual leave increases to 29 days plus bank holidays
- Enhanced maternity leave (12 weeks full pay then 27 weeks statutory maternity pay.
- Enhanced paternity leave (2 weeks full pay + standard paternity leave with flexibility when you want to take it).
- Choose between enhanced pension contributions (with employer contributions up to 7%), or private medical insurance or gym membership.

After 5 years service

- Annual leave increases to 32 days plus bank holidays
- Option to combine enhanced pension contributions (with employer contributions up to 11%) with private medical insurance or a gym membership.

Join our Award Winning Team!

At Candlelighters, we're proud to be recognised nationally and regionally for our people, leadership, workplace culture and impact. These achievements reflect the passion, expertise and dedication of our colleagues as we support children and families affected by childhood cancer across Yorkshire.

Recent Achievements

- Yorkshire Choice Awards – Charitable Excellence Award (Winner, 2025).
- Charity Governance Awards – Challenge to Change (Winner, 2025).
- Yorkshire Children of Courage Awards – Children's Charity of the Year (Winner, 2024).
- Yorkshire Fundraiser of the Year – Chris Salt (Winner, 2025).
- Sales Leader, Not for Profit – Tom Robertshaw (Winner, 2026).
- MBE awarded to Stephen Redman (2025) for services to the families of children with cancer.

Great Place to Work UK Top 100 Rankings (2024):

- Best Workplaces for Learning & Development.
- Best Workplaces for Wellbeing.
- Best Workplaces for Charity & Non-Profit.
- Best Workplaces for Small Business.

Multiple finalists and shortlisted recognitions across leadership, HR, governance, innovation and community impact awards, including awards celebrating the achievements across the wider Candlelighters team.

Staff Testimonials

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

"In my working life of 25 years, I have never worked somewhere that comes anywhere near as special as working with the team here at Candlelighters. If you want fun, a challenge within a supportive environment and to know that what you do makes a difference, this is the place for you. Join the Candlelighters family."

- Chris Salt, Philanthropy Manager

"Our values run through everything we do here at Candlelighters which creates an amazing culture to work in. We have so much fun as a team and the charity cares deeply about our wellbeing. Knowing the impact our work has on families going through such challenging times makes it an extremely rewarding environment. I feel privileged to work for Candlelighters."

- Tom Robertshaw, Head of Fundraising

"I have worked at Candlelighters for over 5 years now, it's such an AMAZING place to work - One big family! From the first day you start at Candlelighters you feel the warmth and joy from the whole team, everyone is fabulous and so supportive! I feel very privileged to work for Candlelighters."

- Lauren Herbert, HR Coordinator

"I have never worked anywhere with such a focus on fun in the workplace as I have at Candlelighters. There is always the chance to get involved in events with our wonderful families, trips away, pie splats, Custard Baths – any excuse to get dressed in Pink and make a mess! The Team all support each other and staff wellbeing is high on the agenda. It's the people that make it such a great place to work and the passion everyone has to make a positive difference in the lives of our families."

- Sean Donnelly, Fundraising Assistant

Getting involved

Working 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

Salary
£30,000 for a 35-hour week
That's the equivalent of £32,143 on a standard 37.5-hour week. Enjoy a shorter working week without compromising on a competitive salary.

Hours
35 hours p/w (27 days holiday per annum + bank holidays)

Job Summary
The Regional Fundraiser will play a key role in delivering the regional fundraising strategy, with the objective of growing community fundraising income across Yorkshire.

The postholder will inspire new individuals, schools, community groups and local organisations to support Candlelighters through fundraising activities, events and campaigns.

They will also deliver exceptional supporter care to all existing community fundraisers, with the view to building long term support.

This role will also support the wider fundraising department in achieving the goals set in the overall fundraising strategy when required.

Line Manager
Regional Fundraising Manager

Key relationships
The Regional Fundraiser is part of the fundraising team, working alongside the Head of Fundraising, Regional Fundraising Manager, Supporter Care Coordinator, Fundraising Administrator, Philanthropy Manager, Partnership Development Manager, Partnerships Executive and Trusts & Foundations Specialist in achieving our overall income target.

The role works particularly closely with the Regional Fundraising Manager and Supporter Care Coordinator in providing supporter care to community fundraisers and identifying and securing new supporters.

The Regional Fundraiser will have a close relationship with the Family Support team in providing the families we support with the opportunity to fundraise for Candlelighters, as well as engaging new and existing schools.

The Role ctd.

Principle Responsibilities

Fundraising strategy

- To support the Regional Fundraising Manager with the delivery of the regional fundraising strategy, contributing to the achievement of team and organisational fundraising targets.
- To work towards agreed individual objectives and key performance indicators which support the wider fundraising strategy.
- To work collaboratively with colleagues across the fundraising department to support a joined-up approach to income generation and supporter engagement.
- To help develop and grow regional fundraising activity across a range of income streams, which may include schools, individuals, community groups, families, challenge events, local businesses and regional campaigns.
- To support effective monitoring of income and expenditure relating to regional fundraising activity, in line with agreed budgets and processes.

Business Development

- To support the development of regional fundraising opportunities by engaging with new individuals, families, schools, community groups, local businesses and other potential supporters.
- To support the delivery and growth of regional campaigns and fundraising initiatives, helping to increase income and awareness for Candlelighters.
- To engage in network mapping with colleagues and supporters to identify potential new contacts, networks and opportunities for regional fundraising.
- To work towards agreed business development targets and activity levels, reporting progress to the Regional Fundraising Manager.

The Role ctd.

Principle Responsibilities continued...

Supporter Care

- To support the delivery of regional supporter care plans and help maintain strong relationships with existing and new supporters.
- To deliver presentations, attend cheque presentations and represent Candlelighters at third-party events where appropriate.
- To provide appropriate support to third-party event organisers, including occasional out-of-hours support where required.
- To work with colleagues and volunteers to support fundraising activity across the region, including helping to brief and support volunteer Ambassadors where appropriate.
- To ensure donations and supporter contributions are acknowledged efficiently, appropriately and in line with Candlelighters' supporter care standards.

Administration

- To record all relevant supporter and fundraising information accurately on the fundraising CRM and maintain up-to-date records.
- To support the monitoring and reporting of income and expenditure relating to regional fundraising activity.
- To ensure all written materials and communications comply with Candlelighters' key messaging and brand guidelines.
- To actively participate in individual performance reviews and any training or development identified to further enhance your role with Candlelighters.
- To demonstrate the Candlelighters values on a daily basis.
- To act as a champion for equality, diversity and inclusion, actively promoting and upholding these values, and challenging poor or inappropriate practice where appropriate.
- To ensure families and their children remain at the heart of all our work.
- To act as an ambassador for Candlelighters.
- To undertake any other duties as reasonably required.

The Role - Person Specfication

Knowledge & Experience

Essential

- Experience of building and maintaining positive relationships with a wide range of people.
- Experience of working towards targets, objectives or key outcomes.
- Experience of organising events, projects, activities or programmes.
- Experience managing income and expenditure budgets.
- Experience of presenting to groups of different sizes and ages.

Desirable

- Experience within fundraising or the charity sector.
- Experience working with schools, colleges or young people.
- Experience in sales, account management, customer service, business development or relationship management.
- Experience delivering presentations, training or workshops.
- Experience using CRM databases.

Skills

Essential

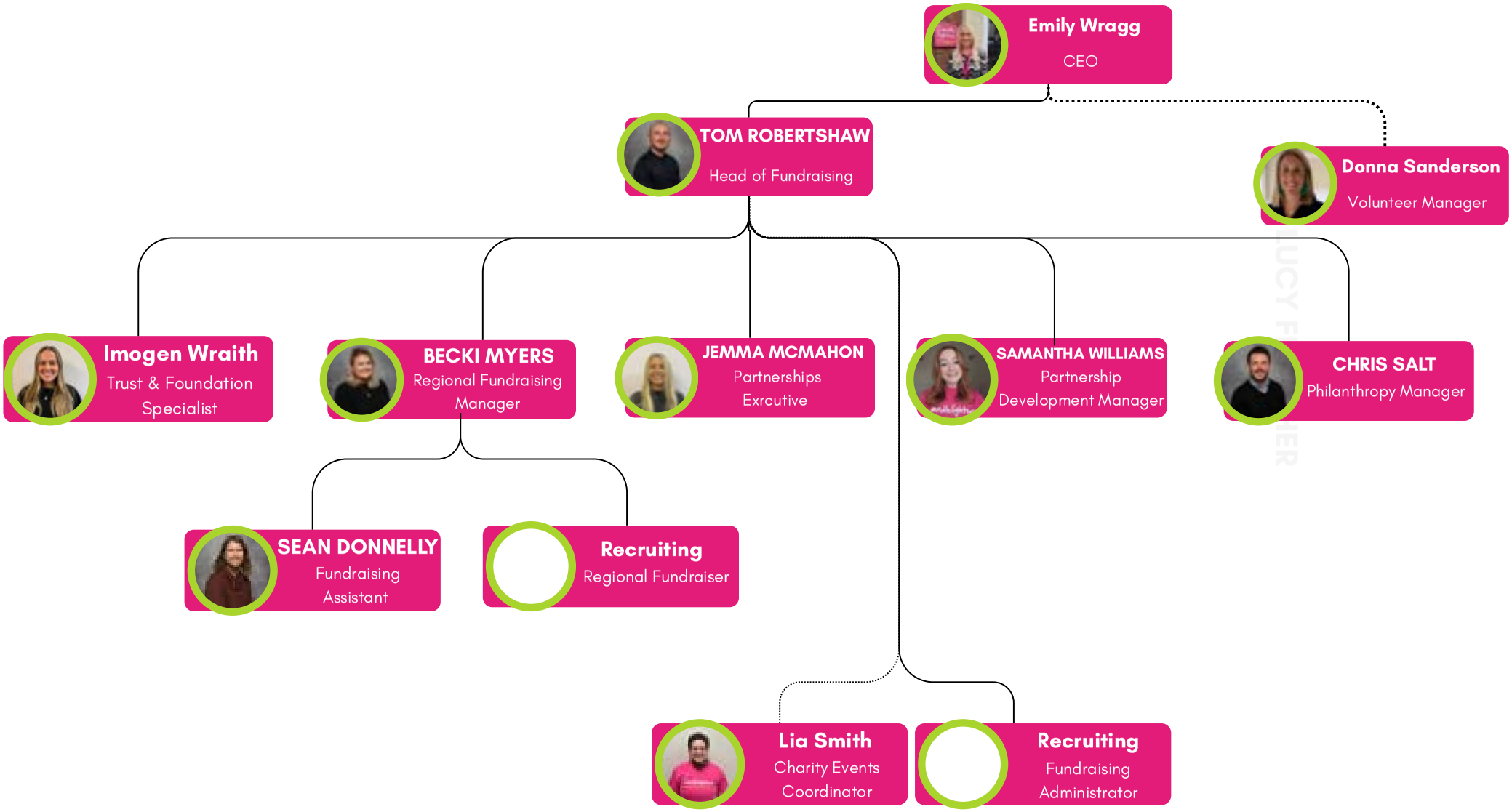
- Excellent communication and interpersonal skills.
- Confident and enjoys presenting to groups of different sizes and ages.
- Strong relationship-building and networking skills.
- Excellent organisational and time management skills.
- Good IT skills, including Microsoft Office.

The Role - Person Specfication

Personal Attributes
Essential • Empathetic, compassionate and people focused. • Passionate about delivering excellent supporter experiences. • Strong emotional intelligence and the ability to communicate sensitively. • Warm, approachable and professional. • Flexible, enthusiastic and self-motivated. • Committed to the values and mission of Candlelighters. • Able to build trust and meaningful relationships with families, supporters and community partners.
Other Requirements
Essential • Full UK driving licence. • Access to a vehicle for work purposes. • Willingness to work flexibly to meet the requirements of the role and the charity.

This job description is not intended to be exhaustive, and it remains subject to change at any time to meet the changing needs of the Charity

Fundraising Team Structure Chart



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

This particular role is not suitable for family members who have received support from Candlelighters within the past three years. This is to ensure they are given the best possible care and support without any potential conflict of interest.

Previous applicants need not apply.

The closing date for the post is :Rolling process – applications will be shortlisted and interviews conducted on an ongoing basis.

We operate a 3-stage interview due to the sensitive nature of the environment incorporating an interview and a taster session as outlined below:

Stage 1 - Telephone screening interview
Date - TBC

Stage 2 - Formal interview & competency task
Date - TBC

Stage 3 - Extended visit to Candlelighters, consisting of conversations with a beneficiary, meet and greet with the Fundraising team, conversations with Senior Management, and tours of the charity (approx. 3-4 hours)

To apply, please complete the application form on our website - https://www.candlelighters.org.uk/regional-fundraiser

If you have any questions, please email careers@candlelighters.org.uk

Application Feedback

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

At Candlelighters, we are committed to fostering an inclusive and transparent recruitment process to ensure that candidates can make informed decisions before applying. With that in mind, it is important to acknowledge certain physical and logistical limitations within our office environment:

- Our building currently features steep stairs with no lift access, which might pose challenges for individuals with mobility impairments.
- We utilise a hot desking system (meaning that employees do not have fixed desks), which might not be suitable for everyone.
- Our parking facilities are limited. We do operate a rota system for parking places and employees use car parks in the area when they do not have a car parking place at work.

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

We believe in creating a supportive environment for all candidates. If you have any special requirements, please let us know in advance of your interview so that we can explore how to best accommodate your needs.

If you have any questions, please contact us via email at Careers@candlelighters.org.uk