



TRANSFORMING CHILDREN'S HEALTH THROUGH PLAY

Job Description & Person Specification

Job Title: Supporter Care Coordinator
Contract: Permanent
Hours: Fulltime (37.5 hours per week)
Location: London (Hammersmith) Office
(with the opportunity to work from home from time to time)
Salary: £27,000 - £29,000

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 are 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.

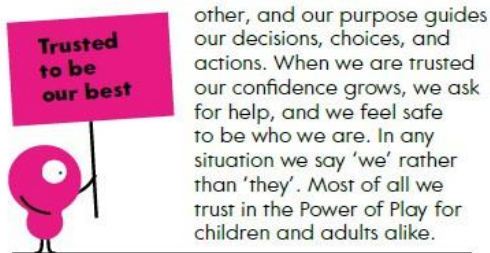
We believe that children's healthcare services should fully reflect the importance of play to their health, wellbeing, resilience and recovery, and that every child who is an inpatient should have daily play opportunities, appropriate to their condition, supported by dedicated play staff. We aim to enable 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

OUR VALUES

"Our standards and the environment we create through our behaviours"



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 Strategy and the Supporter Care Coordinator role

At the heart of our fundraising and marketing strategy is a real focus on building lasting, meaningful, and relevant relationships with all our supporters, demonstrating the importance and value of the contributions that they make.

Our Individual Giving programme makes up a considerable proportion of our total income and the primary responsibility for this role is providing important support for this vital programme. You'll love talking to our supporters, taking time to understand them, listen to what they are interested in and making sure they feel valued. Starlight's reputation for supporter care will really matter to you and you'll naturally want to be accurate, efficient and effective in dealing



with queries, handling and recording donations on CRM and ensuring that appropriate and timely responses are sent to all supporters.

You'll also enjoy developing your fundraising skills and supporting Individual Giving activities to ensure we are delivering the best activities for our supporters to drive more donations. With your experience and expertise, you'll support our reputation for positive, warm touchpoints and excellent customer service.

Main purpose of the job

You will ensure the fulfilment process of Individual Giving Appeals is set up; from handling donations, recording donations on CRM, ensuring appropriate acknowledgements are sent in a timely manner and dealing with other administrative tasks. You will support Individual Giving by reviewing artwork for appeals, working with teams across the organisation to share content and source case studies.

You will really make your mark helping to develop the process, structure, and culture which will help to transform our engagement with supporters and build a strong platform for future income growth. You'll need to be ready to roll up your sleeves as we expand our work, creating a reputation for positive, warm touchpoints and excellent customer service.

As part of a small team, there is the opportunity to be involved in other activities across the Starlight team and expand your fundraising experience. It will be important that you are willing to support at fundraising events like London Marathon and CarFest, which often take place over weekends and be flexible in supporting other fundraising colleagues at peak times. You will need to feel comfortable in proactively reaching out to people to actively engage them in the work of Starlight.

Key Areas of Responsibility

Support the appeals donation process. You will have responsibility for ensuring donations from appeals are handled in a timely and efficient manner, from opening post, batching cheques, recording data, banking and ensuring donors are acknowledged in a timely manner.

First point of contact for enquiries via telephone, post and email. You will need to respond to supporters with a warm, friendly, and efficient manner and able to problem solve and deal with enquiries confidently.

Support the Individual Giving activities; from drafting copy, proofreading artwork, checking data and being involved with digital fundraising. Supporters are at the heart of what we do ensuring all communications are supporter led and aligned with the charity's aims.

Ensure our thanking process is up to date and relevant to our appeals, you will lead on this process from drafting, and setting up mail merges for appeal thank you letters.

Work closely with colleagues across the charity, providing support in key periods, and contributing to overall fundraising income goals.

Deal with suppliers that provide equipment for us to process donations in-house. You will be the first point of contact, ensuring machines are up to date, in stock and work effectively.

Support with other ad hoc projects and tasks as requested, including due diligence tasks, legacy and in-mem acknowledgements and/ or data reporting.



Person specification

Requirement	Essential	Desirable	Evaluation
Understanding of, and a commitment to the vision, mission and values of Starlight.	√		A/I
Written and verbal communication skills, able to listen and appropriately respond to supporters; and convey thoughts and ideas in a constructive way with colleagues and suppliers	√		A/I
Extensive experience of using CRM systems in a charity. MS Office and other relevant IT systems as appropriate for the role	√		A/I
Ability to work on your own initiative with experience of delivering high quality work with minimum supervision.	√		A/I
Experience of working in a charity environment where working together is key to achieving success.		√	A
Commitment to personal development and to being able to manage your own environment and make appropriate, balanced decisions for yourself, others, and Starlight.	√		I
Enjoy being part of a small team where individuals thrive on working outside of their designated roles from time to time to get things done.	√		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. 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, 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.

3rd July 2024

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.