

Application Pack

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Candlelighters

Supporting the families of children with cancer

Patron: Lady Ingilby

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



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

Appointment Brief

Job Title: Family Support Manager

Role: See page 9

Salary: £28,000 - £33,000 dependent on experience.

Hours: 35 hours per week (Monday - Friday)

Location: Based in Leeds, covering the Yorkshire Region

Address: 8 Woodhouse Square, Leeds, LS3 1AD

Closing Date: Friday 5th December 2025

We may close this post earlier if we have a good response to the advert.



Candlelighters



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 40 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!).



Rewards & Benefits

At Candlelighters we feel it's vital that our employees are well rewarded. We are constantly reviewing the details of our package, but the things you'll be able to enjoy currently include:

- Competitive salary
- 27 days holidays increasing to 29 after 2 years' service, 32 after 5 years service onwards and after 10 years service 1 weeks additional annual leave in the 10th year plus bank holidays (all pro-rata for part-time staff).
- An extra day off for your birthday
- Buy/Sell Holidays – Members of staff can buy/sell up to 5 days holiday per year.
- Group Personal Pension scheme – Candlelighters contribute 5% of salary for each employee that contributes 4%.
- Life Assurance
- Maternity leave - Statutory maternity leave. After 2 years service, first 12 weeks full pay, then 27 weeks statutory maternity leave.
- Paternity leave - Statutory paternity leave. After 2 years service, 2 weeks paid paternity leave, followed by standard paternity leave - Flexible when you want to take it.
- After two years service you have the option to enhance your benefits by choosing from the pick and mix options on the next page.

Pick & Mix Options

Option 1

Pension Increase*

Employer 7%, Employee 5%

Option 2

Private Medical Insurance†

Option 3

Free PureGym membership

*After five years of service you automatically qualify for the option to increase your pension contributions to the below choices:

1. Employer 7%, Employee 5%
2. Employer 9%, Employee 6%
3. Employer 11%, Employee 7%

† After five years of service you are also eligible to choose ONE additional benefit.

At Candlelighters, employee wellbeing is a big priority. That's why our health and wellbeing benefits include:

- **Access to adhoc wellbeing activities** – Including massages & treatments from our in-house therapists.
- **Go Vida Wellbeing App** - A wellbeing platform that rewards you for looking after your physical and mental wellbeing.
- **Smart Health App** - Unlimited access to a 24/7 GP as well as a range of other health & wellbeing experts.
- **Specsavers vouchers for eye tests**
- **Discount cards** – All our employees have access to The Company Shop card which gives discount on food shopping, and the Charity Worker Discounts card which gives discounts on a range of essentials, fashion, energy, insurance, days out, holidays, mobile phones and much more!
- **Mental Health First Aiders** – A trained point of contact for employees.
- **Confidential staff helpline** – Highly trained advisors offering 24/7 support on either workplace or personal difficulties.
- **Talking therapies** - We know there may be times when our staff would appreciate advice or support in dealing with a personal situation either at home or at work.
- **Refreshments** – Hot and cold drink-making facilities are funded by Candlelighters.
- **Flu jabs**
- **Thorough Induction Programme**
- **Team Away Days** – Team away days are provided to help teams plan for the future.
- **Training & development opportunities** – Internal and external training programmes.
- **Training Development Programme** – Leaders of the Future training available to members of staff looking to develop into Line Management.
- **Business Coaching** – Access to a Business Coach as part of the Leaders of the Future training.
- **Flexible working** - We recognise that there is a need to strike a balance between work and home life. We are committed to providing a wide range of working patterns for our workforce where it is appropriate for the role, as long as we can continue to meet the needs of the team, our families and the charity. Flexible working options include compressed hours, part time working, hybrid working, and the ability to flex working hours around appointments.
- **Supporting working parents** - Candlelighters recognises the importance of the family and the need to support working parents. We ensure that both current and new mums and dads get all the support they need.
- **We give time off for antenatal, midwife, health visitor and parent craft classes as well as maternity pay and leave.**
- **Social Committee** – To make sure we all have fun at Candlelighters, our Social Committee organises optional activities such as quizzes, a weekend away, a sleepover at a scout hut, staff competitions and much much more!

Candlelighters

Staff Testimonials

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

"If you're looking for a job with welcoming colleagues, development opportunities, and a supportive environment, you'll find that at Candlelighters. It is truly such a special place to work and it's a privilege to help bring light and hope to families in their darkest times."

– Gaby Stead, Marketing Manager



"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



"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 feel I am so lucky to work for such an amazing organisation and have never worked somewhere as fun as Candlelighters! My days are so varied and filled with exciting challenges which keeps things fresh. Everyone here is so supportive which helps me do the best job I can for those affected by childhood cancer. I feel so privileged to be able to support the families that we do, ensuring that we provide that extra care when they need it the most."

Lucy Junni, Project and Events Manager

Candlelighters



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."

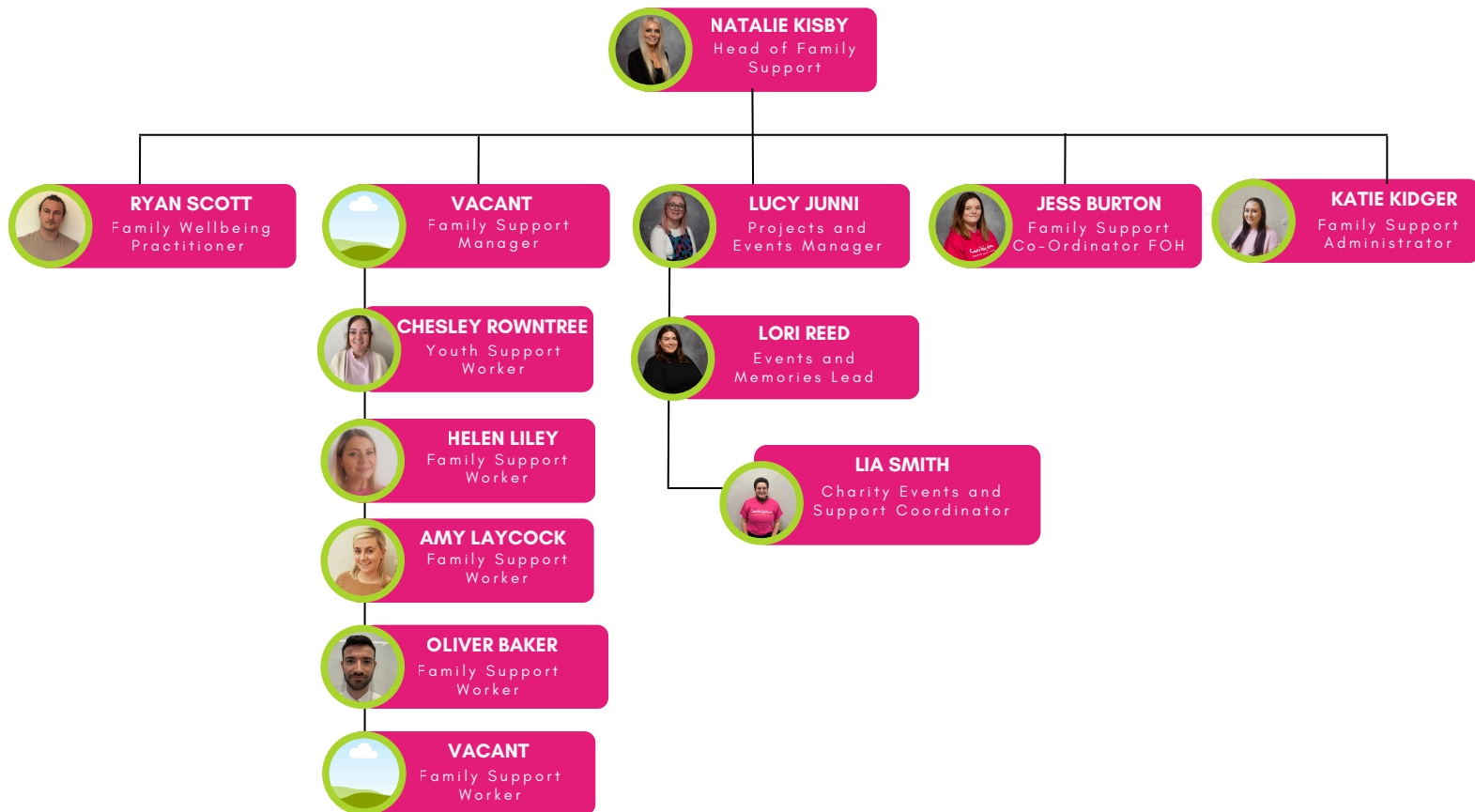
- Mum

"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



Family Support Structure Chart



The Role

Location: Based in Leeds, covering the Yorkshire Region

Address: 8 Woodhouse Square, Leeds, LS3 1AD

Salary: £28,000 - £33,000 dependent on experience.

Hours: 35 hours per week

Responsible to: Reporting to the Head of Family Support.

Key relationships: Working within the family support team at Candlelighters but also alongside the wider multi-disciplinary team over at the Leeds Children's Hospital & St James Hospital. Working with service providers & key stakeholders, providing support for all families, volunteers and professionals.

Responsible for: Managing a team of support staff who operate from the Oncology and Haematology department at the LGI to ensure high quality support services are provided to families when in hospital. Key relationship management and delivery of key strategic projects within the hospital.

Job Summary

As a Family Support Manager, you will lead and support the Family Support Team based within the hospital, ensuring the highest standard and consistency of support services are provided to children and young people who are under the care of the Oncology and Haematology department at Leeds General Infirmary. You will play a vital role in relationship building with the Multi-Disciplinary Team at the hospital, strategic project delivery and operational management to ensure our support is impactful, integrated and continually improving in line with the needs of families.

Principal Responsibilities

Main duties and responsibilities:

- Line management of the hospital-based Family Support Team including the Family Support Workers and Youth Activity Coordinator, providing them with daily support in their role, 1-1's, professional development and training opportunities.
- Act as a senior presence at the hospital for a minimum of 2 days per week, offering guidance, hands on support and building strong team morale.
- Work alongside other managers to deliver a wellbeing support programme for all Family Support Team members; including away days, external supervision and other team wellbeing initiatives.

- Ensure the delivery of high-quality, compassionate and appropriate support services across the day unit, L31,32 and 33.
- Build and maintain strong, collaborative relationships with key hospital stakeholders, including ward staff, consultants, nurses, play specialists and wider team members.
- Represent Candlelighters in MDT meetings and regular communication forums with hospital teams.
- Identify opportunities to improve collaboration and develop innovative ways to engage with hospital staff and strengthen working relationships.
- Lead and contribute to the implementation of key family support strategic projects within the hospital, ensuring timely delivery, key review points, and collating feedback reporting on findings.
- Oversight of the appropriate use of Candlelighters home from home, The Cottage.
- Responding to family support enquiries from service users and MDT.
- Working alongside the wider Family Support, Candlelighters and MDT to ensure that families receive the financial, emotional and practical support they require.
- Responsible for the Health & Safety/cleaning checks at the hospital and The Pavilion – working closely with the Facilities and Operations Team to resolve issues in a timely manner.
- Instrumental in collating feedback from families, professional and team members to be fed back to the Head of Family Support, Trustees and the Candlelighters Team for reporting purposes.
- Recruitment of team members and volunteers, as and when needed.
- Be an advocate for Candlelighters, promoting our services and signposting families to appropriate support, available both via Candlelighters and other organisations.
- To act as a Designated Safeguarding Lead, dealing with concerns in a timely & appropriate manner.
- Support families through their fundraising journeys, as and when appropriate.
- To undertake any duties as reasonably required.

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.

What we're looking for:

Essential:

- Experience in leading and managing a team
- Experience of building and managing relationships
- Experience of working collaboratively as a team
- Excellent interpersonal and communication skills
- Ability to motivate, develop and build morale within a team
- Ability to collect, analyse and report on feedback
- Ability to manage emotionally demanding situations
- Remain calm and professional under pressure
- Strong organisational skills with the ability to manage multiple priorities and projects simultaneously

- Flexible and proactive approach to work
- Awareness of confidentiality, data protection, and professional boundaries
- Commitment to making a positive difference to the lives of families
- Safeguarding knowledge
- 5 GCSE's including Maths and English or equivalent

Desirable skills

- Designated Safeguarding Lead or equivalent
- Knowledge and experience of managing budgets
- Understanding of the challenges faced by families affected by childhood cancer
- Experience of using CRM/data management system

This particular role is not suitable for family members supported by Candlelighters. This is to ensure they are given the best possible care and support without any potential conflict of interest.

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

Some roles may require a Certificate of Good Standing (CoGS) for individuals who have lived outside the UK for more than 6 months in the past 5 years.

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 Interview: Conducted on a rolling basis while the job post is live.

Successful candidates from stage 1 will then be invited to:

Stage 2 - Formal interview with our Head of Family Support and COO: Date to be confirmed, depending on applications, but expected to take place up to and including the week commencing 8th December 2025.

Successful candidates from stage 2 will then be invited to:

Stage 3 - Taster day and interview with a family member, including the opportunity to meet our CEO, connect with staff, and spend time at the Family Support Centre - Date TBC.

To apply, please complete our application form via our website:

<https://www.candlelighters.org.uk/jobs/family-support-manager/>

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