

Application Pack

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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



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

Appointment Brief

Job Title: Fundraising Administrator

Role Description: See page 9

Salary: £26,500 per annum

That's the equivalent of £28,393 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, office-based role. This role requires regular presence in the office to provide front-line support to the fundraising team, welcome visitors, answer calls and help ensure the smooth day-to-day running of the office.

Address: 8 Woodhouse Square, Leeds, LS3 1AD



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 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.*

Candlelighters

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.



Candlelighters



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.

Candlelighters

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

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



The Role

Salary

£26,500 per annum

Hours

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

Job Summary

The Fundraising Administrator plays a vital support role within the fundraising team, helping to ensure smooth day-to-day operations and an exceptional experience for supporters, families, volunteers and visitors. This is an office-based role and will suit someone who enjoys being a visible, active and approachable support to colleagues and visitors.

The postholder will provide high-quality administration, supporter care, database management and event support across all areas of fundraising. They will ensure incoming calls and enquiries are managed effectively, office cover is maintained, and supporters receive a warm and professional response. As a first point of contact, they must be confident on the phone, comfortable speaking with a wide range of people and able to represent Candlelighters positively and professionally.

The Fundraising Administrator will also provide administrative support to the Finance and Engagement teams, supporting their work in providing supporter care to donors.

This is a varied, hands-on role requiring excellent organisation, attention to detail, confidence working with data and databases, flexibility and a proactive approach. The ideal candidate will be someone who combines strong administrative and data skills with warmth, confidence and a genuine willingness to put themselves forward to support the team.

Line Manager

Head of Fundraising

Key relationships

The Fundraising Administrator will work as part of the fundraising team in achieving our overall income target.

The Fundraising Support Administrator will also work closely with our Engagement team to develop marketing communications for supporters and our Finance team to ensure supporter donations are processed accurately and efficiently.

The Role

About You

You will be someone who enjoys being part of a busy team, takes pride in accurate data and administration, and is confident speaking to supporters, volunteers and visitors. You will be proactive, warm and willing to step in where needed, helping the fundraising team provide an excellent experience for everyone who contacts Candlelighters.

Key Responsibilities

Fundraising Administration & Team Support

- Provide high-quality administrative support across the fundraising team, proactively identifying where support is needed and helping to keep work moving.
- Prepare fundraising packs, resources, materials and supporter information.
- Coordinate meetings, bookings and team administration activities.
- Support fundraisers with the organisation and delivery of fundraising activities.
- Assist with maintaining departmental systems and processes.
- Support volunteers and fundraising colleagues as required, building positive working relationships across the team.

CRM & Data Management

- Maintain accurate supporter records within the charity's CRM system, ensuring data is entered carefully, consistently and to a high standard.
- Process donations, supporter information and fundraising income records.
- Ensure data quality, accuracy and compliance with GDPR requirements, recognising the importance of clean, reliable data in fundraising and supporter care.
- Support database cleansing and maintenance activities.
- Produce reports, supporter lists and information as required.

Events & Fundraising Support

- Support the planning and delivery of fundraising events and activities.
- Coordinate participant packs, materials, merchandise and event logistics.
- Assist with supporter communications and event administration.
- Occasionally attend fundraising events to provide practical support.
- Help ensure fundraising colleagues have everything they need to deliver successful events and activities.

The Role

Key Responsibilities continued...

Supporter Care & Telephone Enquiries

- Act as a warm, confident and helpful first point of contact for supporters, volunteers, visitors and members of the public.
- Answer incoming telephone calls professionally, warmly and efficiently, using confidence and good judgement to handle enquiries and direct them appropriately.
- Manage the Candlelighters info@ email inbox.
- Respond to enquiries and ensure they are directed to the appropriate colleague where necessary.
- Support timely acknowledgements, thank-you communications and supporter stewardship activities.
- Ensure every interaction reflects Candlelighters' values and commitment to excellent supporter care.
- Welcome supporters, volunteers and visitors to the office.

General Responsibilities

- Support colleagues across the wider organisation where appropriate.
- Act as an ambassador for Candlelighters at all times.
- Uphold the charity's values and behaviours.
- Comply with all organisational policies and procedures.
- Maintain confidentiality at all times when handling supporter, donor, family, volunteer or organisational information.
- Understand and follow safeguarding, data protection and GDPR requirements relevant to the role.
- Undertake other duties commensurate with the role.

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

The Role - Person Specification

Knowledge & Experience

Essential

- Experience in an administration, coordination or support role.
- Experience maintaining databases, CRM systems or similar record-keeping systems, with a strong focus on accuracy and data quality.
- Experience providing excellent customer service or supporter care, ideally as a first point of contact by phone, email or in person.
- Experience managing multiple tasks and competing priorities.

Skills

Essential

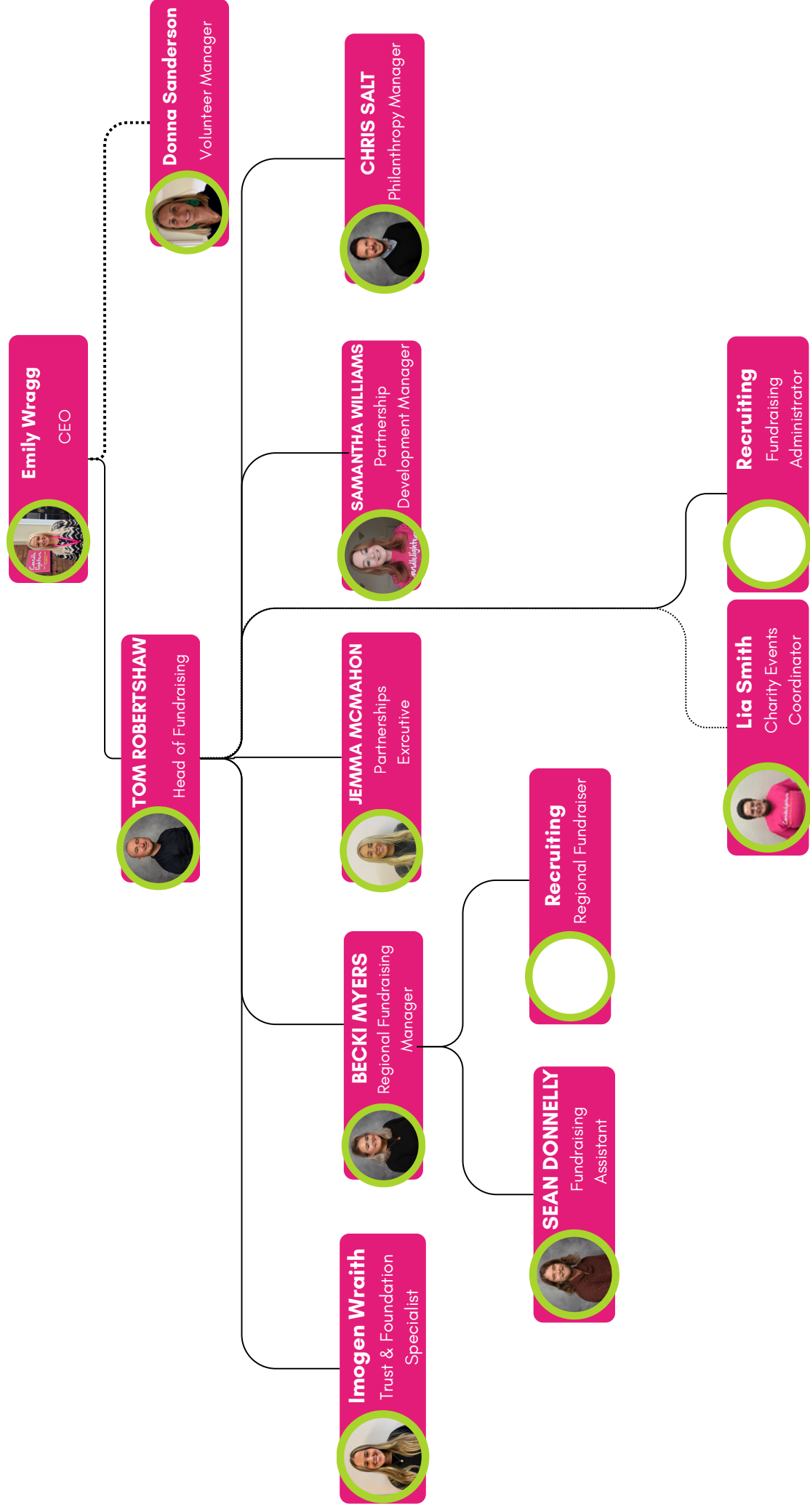
- Excellent organisational and administrative skills.
- Strong attention to detail, particularly when working with supporter information, donations, databases and records.
- Good Microsoft Office skills.
- Confidence learning and using databases, CRM systems and other digital tools.
- Strong verbal and written communication skills.
- Ability to prioritise workload effectively.
- Ability to work independently and as part of a team.
- Professional, confident and friendly telephone manner, with the ability to create a positive first impression.
- Comfortable working in an office-based, team-focused environment where visibility, approachability and responsiveness are important.

Personal qualities

Essential

- Positive, proactive and willing to put themselves forward to support colleagues and keep things moving.
- Willingness to roll up sleeves and help wherever needed.
- Flexible and adaptable.
- Compassionate and empathetic.
- Friendly, approachable and confident engaging with colleagues, supporters, volunteers and visitors.
- Strong team player who enjoys being part of a busy, supportive office environment.
- Committed to delivering excellent supporter experiences.

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 are currently receiving support from Candlelighters. 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 People and Operations 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/jobs/fundraising-administrator/>

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