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: Housekeeper

Role Description: See page 9

Salary: £13.35 per hour

Hours: Part-time - 18-20 hours p/w
Midday/1.00pm - 4.00pm Mon - Fri (27 days holiday per annum + bank holidays pro rata for part time staff)

Contract: Permanent

Location: Office based (Leeds)

Address: 8 Woodhouse Square, Leeds, LS3 1AD

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







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.

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, Senior 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

£13.35 per hour

Hours

18-20 hours p/w (Midday/1.00pm - 4.00pm Mon - Fri)

Holidays

27 days holiday per annum plus bank holidays. Annual leave will be calculated on a pro rata basis for part time employees.

Job Summary

Candlelighters Cottage is a very special home from home for families whose children are receiving treatment at Leeds Children's Hospital. The Housekeeper plays a vital role in creating and maintaining an environment where families feel safe, welcomed, comfortable and genuinely cared for during an incredibly difficult time. This is much more than a cleaning role; it requires warmth, pride and thoughtful attention to detail, alongside consistently high standards of cleanliness, hygiene and infection prevention and control.

The Candlelighters Cottage is a two-minute walk from Leeds Children's Hospital and provides accommodation for four families each night, 365 nights a year. Candlelighters @ The Square is our family support centre based at Woodhouse Square in Leeds, providing support to anyone affected by childhood cancer, including parents, siblings, grandparents, close friends and patients.

Our buildings are located across three close locations and are set over three floors. For this reason, it is essential that the Housekeeper is able to manage multiple flights of stairs and the physical demands of the role. A good understanding of COSHH regulations is also required.

Line Manager

Facilities Manager

Key relationships

Chief Operating Officer, Facilities Manager and the wider People and Operations Team, particularly the Caretaker. The role will also work closely with the Family Support Team and the Volunteer Gardener, who cares for the outdoor spaces at Candlelighters Cottage and Candlelighters' Family Support Centre, The Square.

The Role ctd.

Principal Responsibilities

Responsible for:
Having primary responsibility for ensuring that Candlelighters Cottage is maintained to consistently high standards of cleanliness and hygiene, in line with our infection prevention and control standards, while creating a safe, welcoming and comfortable environment for families. The role will also support the cleanliness and presentation of The Square and Waverley House as required.

Key Duties Include:

The Candlelighters Cottage:

To care for the Cottage with pride, warmth and personal attention, ensuring every space is maintained to a consistently high standard and thoughtfully prepared, so families feel safe, welcomed, comfortable and cared for throughout their stay.

- Take primary responsibility for caring for the Candlelighters Cottage, ensuring its bedrooms, bathrooms, hallways, communal areas, kitchen and outdoor spaces are clean, safe and beautifully presented.
- Clean the Cottage kitchen, ensuring cupboards are wiped and all crockery, glasses, cutlery, utensils and ovenware are spotlessly clean.
- Complete daily stock checks of consumables, including tea, coffee, milk and other household supplies.
- Oversee and complete weekly room checks, ensuring any issues are reported promptly.
- When a family checks out, deep clean bedrooms and ensuite bathrooms to an exceptional standard, including polishing taps and shower screens and remaking beds.
- Wash, dry and iron all bedding used within the Cottage, and wash and dry towels used during wellbeing sessions at The Square.
- Check, clean and maintain appliances, fridges and freezers, ensuring they are cleaned, defrosted regularly and kept safe for use.
- Vacuum, sweep, mop and clean floors as part of the daily, weekly and monthly cleaning schedule.
- Empty bins in the communal areas and put the bins out on bin day.

Continued on next page...

The Role ctd.

Principal Responsibilities

- Carry out additional deep cleans as required, including ovens, carpets, upholstery and communal areas, to maintain consistently high standards of cleanliness and presentation.
- Work alongside the Volunteer Gardener to maintain the communal garden and outdoor spaces so they remain tidy, safe and welcoming to families.

Family Welcome and Support

- Provide a warm, welcoming and compassionate presence for families staying in the Candlelighters Cottage, helping to create a comfortable, safe and supportive environment where families feel cared for.
- Build positive and professional relationships with families during their stay, recognising that they may be experiencing challenging circumstances.
- Listen sensitively and respond appropriately to questions, concerns and requests, demonstrating empathy and understanding.
- Recognise when a family may benefit from additional support and appropriately signpost or refer them to the Family Support Team.
- Work within professional boundaries and maintain confidentiality at all times.

The Square and Waverley House supporting responsibilities - when required:

- Support the cleanliness and presentation of Candlelighters @ The Square and Waverley House by following daily, weekly and monthly cleaning schedules.
- Keep workspaces, desks, bathrooms, mirrors, floors, windowsills, shelves, doors, banisters and communal areas clean and tidy.
- Clean and disinfect toilets, sinks and mirrors, ensuring supplies are replenished as needed.
- Clean fridges and freezers, including regular defrosting where required.

General responsibilities:

- Work closely with the Facilities Team and the Family Support Team to report any health and safety concerns promptly.
- Actively look to enhance the daily, weekly and monthly cleaning checklists to ensure all areas remain clean, safe and welcoming.

Continued on next page...

The Role ctd.

Key duties continued...

- Remain alert to any safeguarding concerns and report them promptly to the Designated Safeguarding Lead, in line with Candlelighters' safeguarding procedures.
- Report any maintenance or security issues, including accidents or hazards to the Facilities Manager.
- To undertake any duties as reasonably required.
- Act as a champion for equality, diversity and inclusion, actively promoting and upholding these values, and challenge poor or inappropriate practices across all areas of Candlelighters.

Please note a checklist is provided to aid cleaning. This will be signed and spot checked ensuring continuing high quality of cleanliness.

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.

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 five 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 Family support 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/housekeeper/

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.
- 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