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: Facilities Manager

Role Description: See page 9 onwards.

Salary: £34,000 per annum

That's the equivalent of £36,429 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: 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, 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
£34,000 per annum

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

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
This role plays a vital part in ensuring Candlelighters has the right physical environment and infrastructure to support its mission for families affected by childhood cancer.

Key responsibilities include ensuring the smooth day-to-day running and upkeep of all charity-owned and occupied buildings and spaces, maintaining health and safety compliance, managing building maintenance, coordinating with suppliers and contractors, and supporting premises-related projects and improvements.

The Facilities Manager will also play a key role in the reinvention of The Square - a major transformation project to create a sector leading family support centre that sets a new standard of care. This includes supporting refurbishment works, reconfigured layouts, new facilities, and the creation of a sustainable, inclusive and emotionally responsive environment for families, staff and visitors.

Reporting directly to the Chief Operating Officer (COO), the role will also line manage the Caretaker and Housekeeper, ensuring the smooth and safe running of our physical spaces. A minimum of 2 years experience of line managing is required for this role.

The postholder will balance maintaining business-as-usual operations while supporting major improvement and refurbishment projects, ensuring minimal disruption to families and staff.

Line Manager
Chief Operating Officer

Key relationships
Family Support, Candlelighters staff, Leeds Hospital Trust and suppliers

The Role ctd.

Principal Responsibilities

- Take full ownership of the Charity's facilities, ensuring the operational infrastructure, buildings, and equipment are safe, fit for purpose, and support the needs of staff and the families we support.
- Support the effective upkeep, safety, and functionality of all Candlelighters' sites - including The Cottage, The Square, Waverley House, and The Pavilion - maintaining consistently high standards.
- Work closely with the Chief Financial Officer liaise with the Charity's IT managed service provider and advisers, ensuring optimal IT infrastructure, systems and equipment, and supporting the Charity's digital ambitions.
- Actively support the delivery of The Square Reinvention Project, contributing to the creation of a welcoming, future focused and sector leading family support centre.
- Provide line management and day-to-day support to the Caretaker and Housekeeper, coordinating facilities responsibilities across all sites.

Key Duties Include

- Work closely with the Family Support team to ensure our spaces remain welcoming, clean, and suitable for the families we support, responding promptly to any issues raised.
- Carry out and coordinate a range of practical facilities tasks, including maintenance, general repairs, and routine site checks, ensuring timely resolution of any issues.
- Ensure completion of daily health and safety, fire safety, and COSHH checks, maintaining compliance and accurate records.
- Act as the Charity's designated Health and Safety Officer, ensuring all policies and procedures are understood, implemented, and regularly reviewed.

Key duties continued on next page...

The Role ctd.

Key duties continued...

- Manage relationships with contractors and service providers, coordinating maintenance schedules and overseeing on-site work.
- Oversee procurement of goods and services related to facilities and utilities; maintain accurate inventories and ensure value for money.
- Coordinate equipment provision, phone and in-house system setup and training for new starters, and manage equipment and systems administration for starters and leavers.
- Maintain a central policy register and monitor review cycles to ensure all organisational policies are reviewed and updated on time by relevant leads.
- Support the Housekeeper, including organising cover for annual leave and absence to ensure cleaning standards are maintained across all sites.
- Support premises related capital projects and refurbishments, including The Square Reinvention, working closely with internal stakeholders, contractors and suppliers to ensure work is delivered safely, on time and with minimal disruption to families and staff.
- Contribute to the ongoing sustainability, accessibility and future proofing of The Square, ensuring the space continues to meet the evolving needs of families affected by childhood cancer.
- Lead or contribute to premises-related projects and improvement initiatives across the charity.
- Serve as the main point of contact for all facilities-related queries, providing responsive support to colleagues and ensuring the charity's spaces meet operational needs.
- Champion equality, diversity, and inclusion in all aspects of the role, actively promoting these values and addressing inappropriate practices when necessary.
- To undertake any duties as reasonable 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.

The Role - Person Specification

Knowledge & Experience

- 3-5 years experience in a Facilities, Estates or Building Operations role.
- Minimum of 2 years experience in line management or supervision of staff.
- IOSH Managing Safely.

Hands-on experience in:

- Building and maintenance and repairs.
- Health and Safety Compliance.
- Fire safety, risk assessments, COSHH.
- Responding to reactive issues (leaks, alarms, breakdowns) as well as planned maintenance.
- Supporting or leading on refurbishment, redesign or improvement projects is desirable but not essential.
- Working alongside IT providers or supporting building-based tech/infrastructure.
- Budget awareness and value for money decision making.

Skills

Core technical & operational skills:

- Strong understanding of building systems (heating, water, electrics, alarms).
- Contractor management and negotiation.
- Budget awareness and value-for-money decision making.
- Risk assessment and problem solving.
- Ability to prioritise and stay calm under pressure.

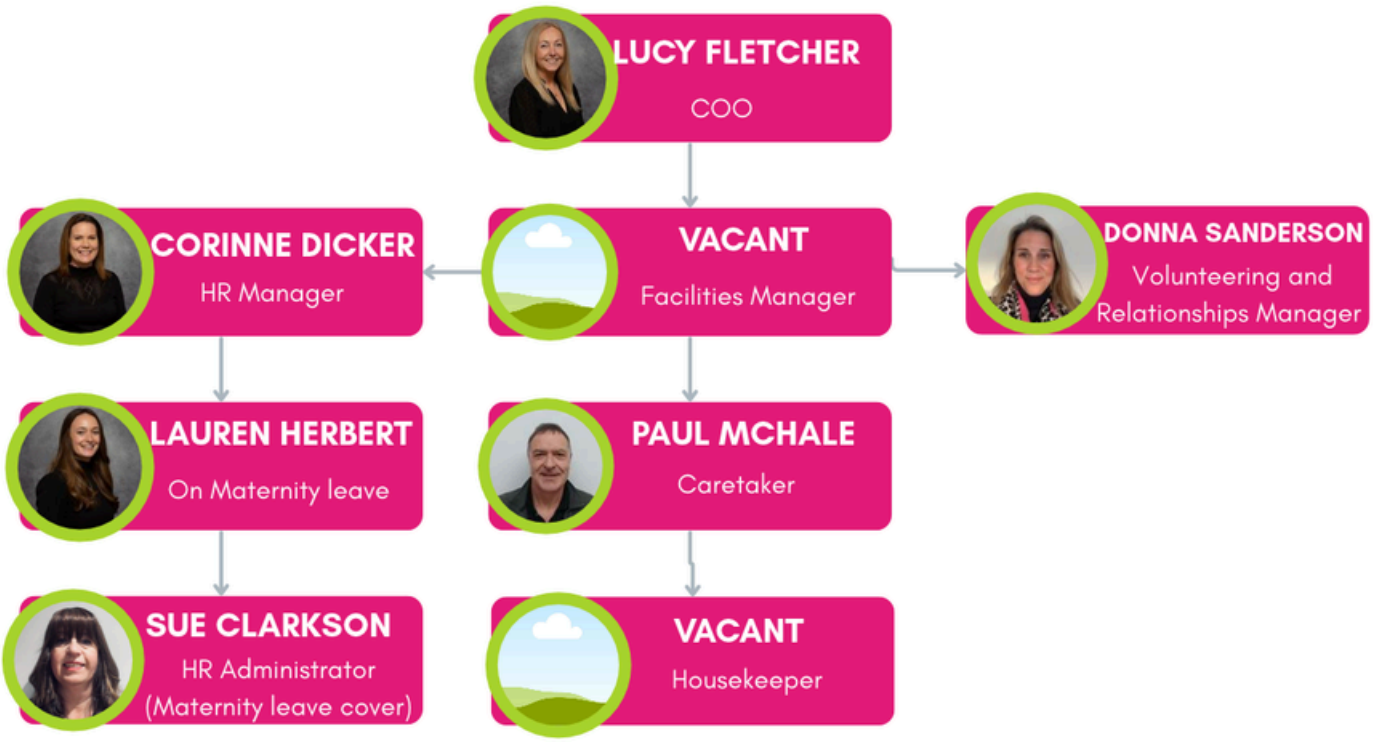
These are critical for Candlelighters:

- Warm, approachable and service-focused.
- Excellent communication with non-technical colleagues.
- Able to work sensitively around families and children.
- Able to manage staff with empathy and clarity.

Especially for The Square:

- Comfortable working in live environments during refurbishment.
- Able to plan phased works and minimise disruption.
- Organised and detail-focused.
- Collaborative mindset across teams.

People and Operations 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 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/Facilities-Manager/

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