



Job Description

Job title: Services Administrator & Family Liaison Officer (9-month fixed term contract)	Salary: £27,000
Hours: Full time 37.5 hours per week	Location: This is a full-time role with a minimum of three days in the office in London N5 (set days being Monday, Tuesday and Thursday). Two days working from home (Wednesday and Friday)
Reports to: Head of Family Support	Holiday: 18 days holiday plus bank holidays and additional days over Christmas

Charity overview:

Spread a Smile brings joy and laughter to seriously ill children in NHS hospitals and hospices across England and Wales, with ambition to be UK wide. We offer a range of bespoke services from in-person hospital visits and virtual visits to art and a busy family events programme. Spread a Smile has a wonderful team of entertainers – from magicians to musicians, artists, fairies and therapy dogs – who enhance wellbeing and help young patients and their families cope with the pain and anxiety of serious illness and hospitalisation.

Job purpose:

The Services Administrator & Family Liaison Officer plays a vital role in ensuring children and families in contact with Spread a Smile feel connected and supported. We are recruiting for a 9-month fixed-term contract to support delivery of

This role will take the lead on making check-in calls with families, maintaining regular and accurate records on our database and providing administrative support across all of our services. The post holder will have regular contact with families of seriously ill children, including during periods of significant change or difficulty. This can be emotionally demanding work, requiring empathy, resilience, professionalism and clear boundaries.

Key responsibilities:

1. Family Check-In Calls and Database Management

Spread a Smile, Uncommon, 25 Horsell Road, London N5 1XL
T: 020 7482 5191 E: info@spreadasmile.org W: www.spreadasmile.org

Spread a Smile is a company limited by guarantee and is registered in England and Wales under Company No: 8443236
Registered Office: Spread a Smile, 51 Chalk Farm Road, London NW1 8AN Registered Charity No: 1152205



- Make regular check-in calls to families registered on the Spread a Smile database, ensuring all families receive at least one annual check-in call.
 - Maintain accurate, complete and up-to-date patient and family records, sharing relevant information with services colleagues .
 - Identify and escalate any safeguarding concerns appropriately, in line with safeguarding policy, procedures and internal guidance.
- 2. Family Events Administration and Support**
- Provide administrative support for family events, including ordering stock and sending information to families.
 - Attend family events as required to support the smooth running of the day and provide on-the-ground support.
- 3. Christmas Programme**
- Contribute to the annual Festive Hamper programme, supporting with administration, packing and coordination to ensure the smooth delivery of over 1,000 personalised gift boxes for families.
- 4. General Services Support**
- Assist in updating and maintaining content on the Entertainer Hub via our website, ensuring accuracy and ease of access.
 - Support a range of service-related administrative tasks, including Gifts in Kind, organising photos, and facilitating with regular treat drops to our hospital partners.

Person Specification:

The role will require the post holder to have the following experience, skills and abilities:

Essential

- Experience working in an administrative role, with strong organisational skills and attention to detail.
- Experience working with children, families or vulnerable people in a professional or voluntary capacity.
- Confidence using IT systems and databases, with the ability to keep accurate and confidential records.

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Skills and Abilities

- Excellent interpersonal and communication skills, with the ability to listen and communicate sensitively and professionally with families.
- Ability to manage emotionally challenging conversations and maintain professional boundaries, recognising personal limits and seeking support when needed.
- Strong time management skills, with the ability to prioritise competing tasks.
- Ability to work calmly, flexibly and accurately in a fast-paced environment.

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- High levels of integrity, with a clear understanding of confidentiality and data protection.
- Clear understanding of safeguarding and the importance of escalating concerns appropriately.

Safeguarding

We are committed to safeguarding and protecting the children and families we work with, creating a setting in which everyone feels welcome and safe. Our safer recruitment process and organisational safeguarding system is underpinned by a range of policies and procedures which encourage and promote safe working practice across the organisation. Any offer of employment made will be subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) and Regulated Activity check.

Values & Commitment

A strong commitment to providing a high quality, safe service to improve the mental health and wellbeing of children, and to Spread a Smile's vision, mission and organisational values (Values are: Bringing a Positive Energy; Being Adaptable; Going Above and Beyond; Behaving Professionally and Showing Ambition).

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.

Pay and benefits:

- 9-month fixed-term contract
- 3 month probation
- £27,000 FTE salary.
- 18 days holiday pro rata, plus bank holidays and additional days off over Christmas.
- Core office hours are 9am–5pm or 9.30am–5.30pm.
- Dog friendly office building.
- We are committed to creating an inclusive and supportive environment where every team member can thrive and contribute to our mission.

How to apply

The closing date for applications is Sunday 31st May at 11:59pm. Please fill in our [online application form](#).

We welcome applications from all suitably qualified candidates regardless of age, sex or gender, race, religion or belief, sexual orientation, marital status, or pregnancy and maternity.

If you require reasonable adjustments at any stage of the recruitment process, please contact Laura Walter, Director of Services, at laura@spreadasmile.org

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