

Theodora Children's Charity Giggle Doctor Programme Administrator

Arts	Charity/Combined Arts
Role	Admin, Secretarial
Contract	Part-time (20 hours per week worked over minimum of 3 days), fixed term
Location	London with some home working
Reporting to	Programme Manager and Impact Measurement Lead
Pay	£13,676 (FTE £25,643) plus benefits including Royal London pension
Closing Date	Friday 11th October, midday

About Theodora Children's Charity

Theodora Children's Charity is a truly inspirational and pioneering charity which successfully works to improve children's experience of being in hospital.

Theodora Children's Charity UK is part of an international family of Theodora's; originally established in Switzerland, there are Theodora Giggle Doctors visiting children in Switzerland, Italy, Spain and Hong Kong, as well as in the UK.

Over the past 30 years we have made a positive impact on over half a million children and their families in the UK and 3 million children internationally, improving children's experience of being in hospital through visits from professional performers, called Giggle Doctors.

Our Mission and Values

At Theodora Children's Charity we help children living with illness, disability and serious health challenges to feel better using the proven power of laughter. Our vision is to contribute to the wellbeing of children in the 14 core hospitals and specialist care centres we visit across England, as well as those we support virtually. Our Giggle Doctors are specially trained performers who are able to visit children in a clinical setting or through the Virtual Visit Programme.

By combining music, play, magic and storytelling our 21 Giggle Doctors bring joy and laughter to children in challenging times. From Dr Boogie Woogie to Dr Teapot, our Giggle Doctors wear their very own 'doctor coats', which represent their character, and spend time one to one with the children. Giggle Doctors create opportunities for children to play and interact through a range of musical and fun activities. Sometimes they will make balloon animals and blow bubbles, and at other times they will sing a funny song or simply listen and talk to a child one to one.

The play is always child – led, with each interaction being unique to the child and their needs. A Giggle Doctor visit isn't just about one magical moment, it can have a significant and lasting impact on a child's well-being. With each visit, the aim is to reduce stress and anxiety, increase opportunities for play, and improve children's experience of hospitals.

Our trustees, office team and Giggle Doctors are united by our shared values of Authenticity, Interaction, Diversity, Excellence and Enthusiasm.

Job Overview

We are looking for a Giggle Doctor Programme Administrator to join our busy programme team, to support the day-to-day operations of our Giggle Doctor programme for hospitals.

This is a part-time, one-year contract to support the running of the Giggle Doctor programme while a member of the team is on maternity leave. We are flexible as to which days are worked, providing that the post-holder has a fixed working pattern over a minimum of 3 days per week. This post requires work from the office as well as some work from home. We will provide training to the successful candidate on how to fulfil the key tasks of the role.



Job Description

Key Tasks and Responsibilities

Administration

- Act as first point of call for artists regarding their visits to hospitals, overseeing sickness, cover and changes to their schedules
- Support artists with hospital administration and contracts
- Keep artists updated with changes in Theodora's policies
- Process changes to the Giggle Doctor schedule on our internal systems
- Liaise with hospitals and keep them up to date with information about their programme of Giggle Doctor visits
- Set up meetings with hospitals, artists and Theodora Foundation colleagues as required
- Book long-distance travel and hotels for artists for hospital visits and training events when required
- Support the Finance Manager and Giggle Doctor Programme Manager with collecting and filing timesheets, invoices and receipts for payment

Training and Events

- Support the Giggle Doctor Programme Manager with events, including booking rooms, resources and catering
- Attend training events for Giggle Doctors, setting up and packing down as needed

Impact and Programme Monitoring

- Support the Giggle Doctor Programme Manager with monitoring Trainee and Junior Giggle Doctor's progress and keeping records of their observation notes
- Support the Giggle Doctor Programme Manager with data capture and record keeping
- Take minutes and record actions during Programme Team meetings, Theodora Foundation meetings and office team meetings from time to time
- Utilise the charity's CRM database to keep all records up to date and effectively progress supporter development

HR and Safeguarding

- Act as Deputy Safeguarding Lead and follow safeguarding processes for recording safeguarding incidents in the Designated Safeguarding Lead's absence.
- Run DBS checks for artists when required using the external Ucheck platform

Other

- Represent the charity at external functions and conferences.
- Undertake any other duties reasonably requested from Programme Manager from time to time

Person Specification

Essential:

- Highly organised and process-driven
- Efficient and able to meet deadlines
- Excellent written and spoken communication skills
- Able to build good working relationships with a range of stakeholders including performing artists, healthcare workers and teams across the charity
- Careful and accurate when sharing information
- Problem solving skills and a positive, can-do attitude
- Able to multi-task and prioritise, working calmly under pressure
- Competent with Microsoft Word and Excel
- A team player who is also able to work independently and use own initiative
- Able to contribute ideas to planning discussions
- Belief in the power of the arts to improve the health and wellbeing of children and their families
- Commitment to learning and self-development
- Commitment to Theodora's values and mission

Desirable

- Some experience of good safeguarding practice and handling confidential information
- Experience of working in either an arts or a healthcare organisation
- Experience of working on a project that involves children



How to Apply

Please send a CV and one-page Cover Letter demonstrating your previous experience and suitability linked to the person specification and job description to enquiries@theodora.org. Please also attach a completed Equality and Diversity Monitoring form.

Postal applications can be sent to:

Isabel Squires
Theodora Children's Charity
Suite 212, 70 White Lion Street
N1 9PP*

**Please note that following the interviews, our office address may change to another location within 5 miles of the current office address.*

Interviews will be held on Tuesday 22nd and Wednesday 23rd October at our office in Angel, Islington. The interview will include two short administrative tasks to assess how you meet the requirements in the job description.

If you have any questions or if you would like to discuss any reasonable adjustments for the application or interview process, please do get in touch.

Contact Name: Isabel Squires
Contact Email: Isabel.Squires@theodora.org

