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**Discover the difference you  
could make at GOSH Charity**



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IMAGINING A  
BETTER FUTURE...

# Imagining a better future...



**A message from our CEO, Louise:**

I'm delighted you're considering working with us at Great Ormond Street Hospital Children's Charity (GOSH Charity). By choosing a career with us you will play a crucial role, alongside our valuable volunteers and supporters, in helping us meet our mission to enhance the hospital's ability to transform the health and wellbeing of children and young people, giving them the best chance to fulfil their potential.

It's a great place to work and we want to ensure people who work at GOSH Charity have the right tools and support to do their jobs to the very best of their ability. It's about offering an environment where people from all backgrounds can flourish, collaborate and contribute.

It's a really exciting time to join the charity, full of challenges and opportunities that allow us to support the hospital in the best possible way, whether that's through family and patient support, vital research, medical equipment or redevelopment. And, being located within a five-minute walk of the hospital, crystallizes how close we are, in every way, to the cause we are here for and see first-hand the impact our work has.

I am incredibly proud to lead this wonderful charity and I hope that by reading through this pack you will feel inspired to apply to work with us.

**Louise Parkes, CEO**

**A better future for seriously ill children starts here... with you.**



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## OUR VALUES

# Our values



**GOSH Charity is a remarkable place to work. You'll see this through our workplace culture, which is embedded across everything from our recruitment process to our day-to-day way of working. It's also reflected in our Top 20 position in 2019's *The Sunday Times* best not-for-profit organisations to work for.**

How would we describe our workplace culture? We follow five core values; be passionate, collaborative, respectful, enterprising and accountable. These values enable us to work at our best levels within a working environment that gives everyone space and opportunity to develop and grow.

We're also continuously on a journey of improvement, searching – through various avenues – for where we can make positive changes that benefit the wider GOSH Charity community. Whether it's through employee engagement surveys or daily discussions – which we actively encourage – to feedback from our Staff Reps and Culture Champions groups, we listen to everybody.

Our Culture Champions group was formed in 2019, involving employees at all levels and from all roles across the charity. We aim to pioneer a great working culture focused on developing and coaching new leadership behaviours and embracing diversity of thought, challenging us all to think differently.

Find out why working for GOSH Charity is truly extraordinary [here](#).

**Heather Morgan, Director of People and Planning**



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## Our impact

Great Ormond Street Hospital (GOSH) is where seriously ill children from across the UK come for life-changing treatments. Every day, we see the difference GOSH Charity makes... after all, we're just a five-minute walk from this world-renowned hospital.

As a charity we fund four main areas:

**Pioneering research:** Supporting world-leading scientists to discover diagnoses, treatments and cures for children with rare and complex conditions.

**Rebuilding and refurbishment:** Creating flexible, future-proofed facilities designed around the needs of the children and young people.

**Child, family and staff support:** Investing in essential services and initiatives – from family accommodation to dedicated Play Specialists – to raise children's spirits, ease the burden on families and support the amazing staff who care for them.

**Advanced medical equipment and systems:** Funding vital, life-saving medical equipment and delivering all-round care.



OUR IMPACT

Here are just some of the things we've funded this year.

OVER

2,000

PATIENTS AND FAMILIES STAYED  
IN GOSH CHARITY FUNDED  
ACCOMMODATION.

BETWEEN 2011-2019 GOSH CHARITY  
AND SPARKS FUNDED

150

PROJECTS AT 47 INSTITUTIONS.

385

UNLINKED COMPUTER SYSTEMS  
AT GOSH ARE BECOMING ONE  
THANKS TO THE HOSPITAL'S NEW  
CENTRALISED ELECTRONIC PATIENT  
RECORD SYSTEM.

500

ACADEMIC AND CLINICAL STAFF  
MOVED INTO THE NEW ZAYED  
CENTRE FOR RESEARCH WHEN IT  
OPENED IN 2019.



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"I always feel proud telling friends and family that I work at GOSH Charity. They instantly recognise the name and have lots of questions about the work I do. The reaction is always positive."

— Hatty, Brand Marketing

Jingdan, Kirstie and Hatty  
volunteering at Tower Climb



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# Our people

**From fundraising to finance, communications to compliance, IT to innovation, GOSH Charity comprises teams working together towards the same goal – raising funds to support the hospital's incredible work.**

There are also teams in marketing, HR, special events, corporate partnerships and administration. We're looking for the best people in their field who have a passion for the charity's cause.

## OUR PEOPLE



"Working for an employer that values you and wants to develop its staff is hugely important to me – that's why I love working at GOSH Charity. The charity is constantly looking at ways to create an even better working environment and atmosphere. That's pretty motivating, it's a powerful feeling to know you're working at a place trying to do something special."

— Chris, Corporate Partnerships



"I work at the international and private patients side of the hospital. The diversity is something that always intrigues my friends and family; I am given the opportunity to work with patients from the Middle East and international figures. I also get to produce content in English and Arabic, tailored for international audiences."

— Zainab, International and Private Patients Marketing



"I've worked for a few different charities and so do a lot of my friends, and this really is one of the few places where you can see the difference that you are making. The Digital Engagement team is responsible for sharing the incredible stories of patients, families and staff to highlight the impact that the charity has. Every interaction you have stops you in your tracks and reminds you why you're here – there's nothing more motivating."

— Yas, Digital Engagement



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"I have worked at GOSH Charity for 12 ½ years. The best part of my job is always going along to our events and supporting our incredible participants. They are always an inspiration and it's so nice to meet them and their families. Being able to hear their stories and to give them that face-to-face support is incredibly fulfilling."

— Tash, Community

Tash cheering our participants  
on at the Dickens themed London  
Landmarks cheerpoint.



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# Our benefits

GOSH Charity rewards its employees with more than their salary. We encourage a work/life balance, which is reflected in our perks and benefits.

## OUR BENEFITS

### 1. Encouraging work/life balance

We believe people do their best work when they have a balance between working and personal life. That's why we feel 30 days of annual leave is the right amount, plus there are opportunities to work flexibly, thanks to our technology setup.

Flexible working • 30 days annual leave pro-rata  
Time off in lieu for volunteering • Opportunity to buy and sell annual leave

### 2. Promoting good health and wellbeing

A healthy mind and body are essential to wellbeing, which is why we offer numerous related benefits, including discounted gym memberships and access to the employee assistance programme, Care First.

Cycle scheme • Bike parking • Discounted gym membership • Free mindfulness app membership

### 3. Caring for your family

Being able to support your family is crucial for many of us. Whether that's knowing they'll be financially helped if something were to happen to you while in our employment, or when you need time off to care for dependents.

Enhanced family friendly leave • Death in service scheme

### 4. Thinking about your finances

Sound financial planning is something we can all benefit from and, at the charity, we help by offering a discounted season ticket loan or cycle scheme, enhanced pension scheme and many more associated perks.

Discounted season ticket loan • Pension scheme  
NHS-related discounts and benefits

### 5. Enriching your life at work

The backbone of our charity is our employees. It's important we offer the right environment where people feel valued and rewarded, which we achieve through schemes such as employee recognition vouchers and summer finishing times.

Summer finishing times • Long-service awards  
Employee recognition vouchers



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“I recently volunteered at my first Crocodile Club at the hospital. It was definitely a different experience for me, having previously worked in finance. It’s really great to be able to step away from your desk for a few hours and go into the hospital and interact with the patients and families. It definitely brings what we do to life.”

— Katie, Philanthropy

Matt and Katie at  
the charity offices.



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**FREQUENTLY ASKED  
QUESTIONS**

# Frequently asked questions

## **What does “competitive” salary mean?**

Confidentiality of salaries is important to us. Whenever we recruit for a new role, we list it as “competitive” to protect existing and future employees’ privacy. We’re committed to paying an attractive salary and benchmark roles periodically to ensure salaries are always in line with current market rates for the position in question.

## **Do I need to have prior charity experience to be considered?**

For some roles this will be essential (e.g. senior fundraising executives). However, there are roles the charity acknowledges can benefit from recruiting a candidate from a different background. Either way, it will be clearly defined in the job description.

## **The role I am interested in has a closing date a few weeks’ from now. Should I wait until the deadline to apply?**

Our vacancies are extremely popular. Occasionally we receive so many quality applications we may need to close the position early. It’s also possible we will start to interview before the application window closes. We strongly recommend you apply for your chosen role as soon as you have prepared your application.

## **Can I apply for more than one role?**

If you feel you have the skills and experience for more than one vacancy and would like to submit an application for each you are interested in (for

example, two administration roles in different teams), please do.

## **Should I include a cover letter as well as my CV?**

Although for most roles it isn’t mandatory to submit a cover letter in support of your application, we strongly recommend you do. A cover letter gives you an opportunity to highlight your interest in working for the charity and showcase your key strengths, skills and experience relevant to the position you’re applying for. Although we always review both CVs and cover letters, a cover letter will demonstrate a stronger awareness of what is required of the role and why you’re suitable.

## **What happens after I submit my application?**

We’ll be in touch with candidates shortlisted for interview, however, if you don’t hear from us within two weeks of the closing date please assume that, on this occasion, your application has been unsuccessful.

Our HR or hiring team will be in touch for an initial, informal, phone interview with shortlisted candidates, which is then usually followed by one or two face-to-face interviews with a combination of HR, the hiring manager and another stakeholder relevant to the vacancy.

You may be asked to perform a task or assessment as part of your interview, either a presentation to



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## FREQUENTLY ASKED QUESTIONS

prepare in advance to present at the interview, or an in-tray task to complete during the interview. We'll let you know before you come in.

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### **I didn't hear back regarding my application. Will I receive some feedback?**

As we receive a lot of applications, unfortunately we are unable to provide feedback unless you have been interviewed.

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### **Where will my interview be held?**

All face-to-face interviews will be held at the charity offices: 4th Floor, 40 Bernard Street, London, WC1N 1LE. (See [map](#).) Please take care to NOT confuse this with the hospital as the two are not located together.

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### **What should I wear to the interview?**

We suggest smart office attire that you feel relaxed and comfortable in. The charity has a smart but relaxed dress code so please don't be alarmed if you arrive looking sharp but your interviewers are dressed more casually.

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### **What happens after we offer you a job?**

The charity needs to run some due diligence checks before you start, which a member of the HR team will guide you through. They include:

- Satisfactory employment references from at least the last five years of your employment history, ideally from two or more employers.
- An Enhanced DBS (criminal record) clearance, because of the charity's involvement with Great Ormond Street Hospital. Find out more [here](#).
- Confirmation of your right to work in the UK.

- Basic medical clearance, via completion of a medical form. For some roles that involve spending a lot of time at the hospital, such as giving tours or meeting with families and young people, you'll be required to complete an enhanced medical screening.
  - Confirmation of your professional qualifications, where requested.
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### **I've submitted my application but I'm eager to get involved. Is there any other way I can do this?**

We're always on the lookout for energetic and passionate volunteers. Find out more [here](#).

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### **Do you run internships at the charity?**

Yes. While our 2019/2020 internship applications are now closed, please find out more about future internships by emailing [recruitment@gosh.org](mailto:recruitment@gosh.org).

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### **How do I apply for a job at the hospital itself?**

For employment opportunities at Great Ormond Street Hospital, please visit the [hospital's recruitment page](#) or find out about volunteering at Great Ormond Street Hospital [here](#).

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### **I'm having trouble applying online, who should I get in touch with?**

If you're experiencing issues with uploading your CV or submitting your application, please email [recruitment@gosh.org](mailto:recruitment@gosh.org).

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### **I have another question!**

Get in touch by emailing [recruitment@gosh.org](mailto:recruitment@gosh.org) or have a look at [what it's like to work here](#).



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# Making your application a success

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The four R's for making your application to GOSH Charity a success.

## **Role**

Familiarise yourself with the full job description, running through each point and thinking about what skills you have that make you suitable. We suggest that before you apply you re-read your CV and any standard cover letter you usually send, then tailor it to the position you are applying for at the charity.

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## **Reflect**

Reflect on your career to date and write down any examples of where you've performed tasks that form a key part of the role. If you make it through to interview stage, we would expect you to be able to demonstrate the skills and competencies required for the role. Providing examples of where you have done things in practice will have greater impact than just discussing the theory.

## **Research**

We would expect all candidates who are invited to an interview, to conduct a certain level of research on the charity prior to their interview. This might be information you can find on our website, anything that has recently featured in the news or asking people within your network. You might also want to take a peek at the LinkedIn profile of those confirmed as your interview panel.

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## **Relax**

Although we run our interviews in a professional environment, the comfort of our interviewees is paramount. We will make every effort to ensure you feel comfortable so that you can perform at your best. Following the tips above regarding preparation should also help you feel more at ease. In terms of what you should wear, we suggest smart office attire that will allow you feel comfortable and relax.

MAKING YOUR  
APPLICATION A SUCCESS



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# Apply now

Are you driven to make a difference? It's easy to apply – simply search our vacancies or register for job alerts [here](#). Be sure to follow us on [Twitter](#) or [LinkedIn](#) for the latest job posts. A better future for seriously ill children starts here with you.

For more information please don't hesitate to get in touch: [recruitment@gosh.org](mailto:recruitment@gosh.org).

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