



Children with Cancer UK
Candidate Pack



Registered Charity Number: 298405
Inaugurated by Diana, Princess of Wales
Company limited by guarantee, Number: 4960054

Job description

Job title:	Retreat and Operations Manager
Contract:	Permanent, Full time
Location:	Hybrid – Office 3 days a week (21-27 Lamb's Conduit Street, London, WC1N 3NL)
Reporting to:	Head of Supporter Care and Services
Direct reports:	None
Salary range:	£35,000 per annum
Closing date:	Tuesday 10th March 2026

Role overview

To lead and manage the Retreat onsite at Raines Farm in North Yorkshire. To create and maintain a safe, welcoming and high-quality sanctuary for families who have experienced or are experiencing childhood cancer. To take full responsibility for the day-to-day operation of the site including hospitality service delivery, property maintenance, health and safety, safeguarding and financial management. To act as the charity's senior representative on site and build strong relationships with families, partners and local stakeholders.

The role will have full operational accountability for the Retreat, including accommodation, shared spaces and the entire grounds. The postholder will work with a high level of autonomy and will be required to balance commercial income generation with the provision of free stays for families. The role will include some evening and weekend work, depending on guest needs and seasonal demand.

Children with Cancer UK

Children with Cancer UK is a leading children's cancer charity dedicated to raising and investing funds into vital specialist research to save the lives of children with cancer. Our mission is to improve survival rates and the quality of survival in young cancer patients and to find ways to prevent cancer in the future. What began as a small memorial charity in 1988, has evolved into a major force raising more than £300 million and investing in over 200 research projects to help fight the injustice of cancer in children.

Main Responsibilities

- Manage bookings of the Retreat, balancing income generation with provision of free stays
- Welcome families and provide relevant information for their stay
- Ensure a welcoming, safe and trauma-informed environment

Ongoing Maintenance

1. Regular checks and assessment of all buildings to ensure all structures and equipment are in a safe condition for guests
2. Maintenance of grounds and gardens to a high standard of use and safety
3. Ownership of Health & Safety for the site including regular risk assessments and record keeping
4. Management of electrical regulations including organising annual PAT testing, fire equipment maintenance, sewerage plant operation etc.
5. Develop and implement policies, plans and procedures for all aspects of the Retreat

Service Delivery

1. Manage all current and future bookings for accommodation
2. Meet and greet guests to create a welcoming atmosphere
3. Manage the ongoing hospitality requirements of the Retreat including laundry, cleaning, and stock maintenance
4. Maintain an accurate budget to ensure the balance is struck between commercial income generation and providing free holidays to families
5. Support the launch and mobilisation of the Retreat including setting up systems, processes, and supplier relationships

Relationship Building

1. Build relationships with local businesses and individuals to maximise all opportunities
2. Build networks with any organisations for the benefit of the Retreat
3. Maintain excellent communications with charity colleagues and stakeholders

Other

1. Ensure the charity's staff and all stakeholders are regularly updated and involved in any relevant matters
2. Flexible working hours to meet operational and family needs
3. Enhanced DBS check required

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Experience of working in hospitality• Managing a booking system• Managing and forecasting a budget• Experience of using a customer database• Property maintenance experience• Health and safety compliance in a residential or visitor environment	<ul style="list-style-type: none">• Knowledge of childhood cancer• Experience of bereavement training in a previous role• Experience of working in the not-for-profit sector• Experience launching a new site or service
Skills & Abilities	<ul style="list-style-type: none">• Confident with beneficiaries who have been affected by childhood cancer including sick children, bereaved families• Professional, confident and friendly manner to work with a wide range of people and suppliers• Financial budgeting and forecasting• Ability to manage a varied workload with limited supervision	<ul style="list-style-type: none">• Using software to produce reports• Track record of relationship building• First Aid qualified• Qualification within Health and Safety working practices• High emotional intelligence and trauma-informed approach

Please note: If you don't match all our essential criteria but have other relevant experiences and skills, please do apply. We would love to hear from you.

Other information

At Children with Cancer UK we value diversity, and we are committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. The statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.