

<b>JOB TITLE:</b>				
<b>Wishgranter</b>				
<b>Department</b>	<b>Division</b>	<b>Reports To</b>	<b>Salary</b>	<b>Type of contract</b>
Operations	Wishgranting	Wishgranting Team Manager	£32,070	Permanent
<b>Location</b> Hybrid Working. Our office is in Reading, Berks. Working from home balanced with extensive travel.				
Person in this role can be based anywhere in the UK but will need to be comfortable travelling to Make-A-Wish Reading hub at least twice a week. Travelling to Reading to fulfil your role duties is not reimbursed, but when you travel to the hub on organisational occasions specified in expensed meetings calendar, you'll reimbursed through payroll.				
<b>Direct Reports/Immediate relationships</b>				
<pre> graph TD     A[Wishgranting Lead] --&gt; B[Wishgranting Team Manager]     B --&gt; C[Wishgranter]           </pre>				
<b>Core Purpose</b>				
A Wishgranter is responsible (collectively and individually) for facilitating and delivering wishes, ensuring that each wish experience is unique to the child / young person, creating magical experiences for them to cherish. A Wishgranter is responsible for facilitating and managing a large network of relationships such as the wish child and their family, volunteers, medical professionals, partners, and suppliers. As each wish is unique, accurate record keeping, data privacy, safeguarding and budget management are essential for every wish.				
<b>Key responsibilities</b>				
<u>Wish Delivery</u>				
<ol style="list-style-type: none"> <li>1. Work with our volunteers, suppliers, and the wish families to develop and facilitate a magical wish experience in line with the wish journey processes and manuals for all wish types.</li> <li>2. Manage a caseload of between 80-100 wishes, ensuring wishes are moving through the journey from design to granted, in line with Wishgranting targets.</li> <li>3. Where feasible, individualise the wish experience to maximise the impact of the outcomes of each wish ensuring the wish child/families' expectations are managed throughout.</li> <li>4. Ensure that medical needs are ascertained, and the wish is an inclusive experience in accordance with each child's ability.</li> </ol>				
<u>Volunteer Enablement</u>				

1. Empower and involve our volunteers to facilitate and grant wishes within their own communities, whilst maintaining the standards and service level agreements set out in our wish processes/manuals.
2. Create volunteer requests for assistance on wishes and provide support to our community of volunteers to build anticipation for the child throughout the design stage of the wish journey.
3. Ensure all volunteer involvement and communications are logged onto our systems.

#### Gift in Kind (GiK), Supplier and Partner Management

1. Approach and inspire new suppliers to gift their products/services to be used for wishes.
2. Maximise the Make-A-Wish supplier and partner frameworks and use the GIK portal to ensure value for money in wish delivery.
3. Where new paid-for suppliers are sought for a wish, ensure Make-A-Wish policies are followed and that GIK options have been exhausted first.
4. For GIK and paid-for services ensure proof of services and cost/invoices and receipts are ascertained and stored.

#### Budget Management

1. Follow the wish manuals for budget guidance. Take responsibility for ensuring budgets are created and wish budget records are accurate to identify potential overspends and react accordingly.

#### Content Management

1. Ensure (where appropriate) wish children/families give permission for the content of their wish to be shared and recorded for Make-A-Wish PR / Marketing / Income and Community opportunities.
2. Highlight to the Income & Engagement Team wishes that may be of interest to them.
3. Encourage wish families to give back to Make-A-Wish, post wish and signpost them to our Wish Alumni programme.

#### Safeguarding and Data Governance

1. Ensure all wish records and related data are stored and maintained on Make-A-Wish Information Systems and that all data is managed within set policies and procedures (such as data privacy, liability, consent forms, marketing permissions etc).

Facilitate a culture of safeguarding awareness and ensure any issues/concerns are dealt with as per Make-A-Wish policies.

#### Organisational responsibilities

- Within Make-A-Wish's performance & growth framework "Being Brilliant" initiate regular conversations with your line manager when you discuss your role objectives, personal development, wellbeing and other topics
- Complete one Wish Discovery (meeting the wish children and their family to help them explore what their wish could be) and one fundraising event a year
- Attend whole organisation meetings like monthly symposium and townhall as well as ad-hoc training opportunities as required; and as much as possible attend social events happening twice a year.
- Work with your colleagues across the organisation within the framework set in Make-A-Wish Ways of Working

## PERSON PROFILE

To be successful in this role you will need to...

### Experience, Skills and Knowledge

- Previous experience in roles with customer service or events management specialisms
- High level of IT skills particularly in MS Office Suite
- Knowledge of how to keep to a budget and work within financial constraints.
- Excellent organisational and time management skills with the ability to be able to prioritise an ever-changing workload.
- The ability to communicate effectively (written and verbal)
- Experience working within a team environment but also able to work autonomously in a self-motivated way.
- The ability to problem-solve and make appropriate decisions independently – or seek advice and support when required.
- Experience working with suppliers and negotiating the best price for services

### Leadership and Management

- Collaborative approach to working across teams
- Always considering opportunities for improving the wish experience
- Commitment to personal behaviour which supports Make-A-Wish's Values

### Personal Qualities

- Maintain a professional, caring, friendly and helpful manner whilst dealing with wish children, their families, volunteers, suppliers as well as other stakeholders
- Strong empathy with wish families, in particular understanding that each child is an individual and has unique needs
- The ability to be able to build strong relationships
- Be creative and use initiative
- Maintain high levels of attention to detail
- Punctual and reliable
- Friendly, courteous, and professional
- Be motivated to always support the charity and its objectives
  
- Be led by the needs of the wish child and trust those people who are closest to the child to make decisions
- Have a practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Actively listen to other people, particularly those with views that are different to their own
- Embed the principles of Equality, Diversity and Inclusion within their role
- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives