

JOB TITLE:	
Wish Referral Officer	
Department: Operations	
Division: Wishgranting	
Line Manager: Wish Referral Team Manager	
Contract Type: Permanent,	FT
Salary £27,792.96	
Location:	
In line with contracts of employment all roles at Make-A-Wish are Reading based, however, we operate a Hybrid working model and employees need to be comfortable travelling to Make-A-Wish Reading hub at least once a week at their own expense.	
Direct reports/Immediate relationships:	
<pre> graph TD A[Director of Operations] --> B[Head of Wishgranting] B --> C[Wish Referral Lead] C --> D["[Wish Referrals Team Manager]"] D --> E["[Wish Referrals Officer]"] </pre>	
Core Purpose:	
The Wish Referral Officer is responsible for completing administrative duties, including processing new referrals and responding to Wishgranting-related enquiries, whilst providing excellent customer service to all stakeholders. A Wish Referral Officer is responsible for facilitating and managing a large network of relationships including wish child and their family, medical professionals, charities, volunteers and referral partners. As each wish is unique, accurate record keeping, data privacy and safeguarding are essential for every wish.	
<u>Key Responsibilities:</u>	
Referral Processes and Engagement	
<ul style="list-style-type: none"> • Process new referrals submitted by health, social care and educational professionals, ensuring accurate data entry, and excellent customer service to all stakeholders both written and verbal. • Manage and prioritise a caseload of between 150-200 wish applications at any one time, ensuring wishes are moving through the journey from enquiry to in-concept, in line with referral targets. 	

- Utilise and support volunteer activities across the referral wish journey in various roles, including Interpreters and Wish Makers
- Follow referral processes, including Make-A-Wish UK eligibility criteria, and ensure service level agreements are met
- Provide prompt and efficient responses to any referral-based enquiries, via email, phone, and post and ensure all stakeholders have a high-quality customer service experience, including wish families and volunteers
- Ensure the principles of Equality, Diversity and Inclusion are always reflected within the wish process
- Support the Wish Referral Lead in achieving our goal to reach every eligible child within the UK.

Stakeholder Communication

- Ensure accurate communications are provided to Community Referral Partners, wish children and their families/guardians, employees, and volunteers in relation to wish applications and processes

Address any complaints or concerns in a professional manner and to escalate if needed, in line with Make-A-Wish UK complaints policy

- Ensure that service level agreements are met, and stakeholder expectations are managed in line with our policies.
- Work with other Wishgranting charity partners to ensure wish children fall within Make-A-Wish UK eligibility criteria.

Systems and Processes

- Support the Wish Referral Team Manager in improving the wish journey experience for all stakeholders, including the development of inclusive tools and resources and cross department related projects and tasks

Ensure data is accurately inputted on our CRM system (Salesforce) in line with our policies and procedures, including permissions and consents

- Utilise reporting and dashboards to support reaching agreed service level agreements
- Follow internal processes to ensure wish children and their families flow through the wish journey smoothly in line with referral targets

Safeguarding and Data Governance

- 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

As a Make-A-Wish colleague, you will also need to:

- Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers.
- Have a practical understanding of the Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Strengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way.
- Attend organisational meetings, like symposiums and town halls.

- Keep yourself informed about things going on across the organisation by making use of internal communications channels, e.g. Teams, Wish Wisdom (our colleague newsletter).
- Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute to them through your role.
- Actively listen to other people, particularly those with views that are different to your own.
- Embed the principles of our Equality, Diversity and Inclusion Charter within your role.
- Be open to collaboration and working across different teams to help the organisation achieve its strategic objectives.
- Be able to work independently in an agile environment, understanding that different people across the organisation have different working patterns.
- Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in a common vision and mission, and support organisational efforts of reaching every child by, for example, answering phones when other teams are busy, supporting activities happening across the organisation, etc.

PERSONAL PROFILE

To be successful in this role you will need:

Experience, Skills, and Knowledge

- At least one year experience in an administrative/customer service role, including accurate data entry and achieving target-based objectives
- Experience with using a CRM based software, including excellent IT and administration skills in processing/inputting data and using MS Office
- Strong time management and multitasking abilities to support an ever-changing workload
- Attention to detail and problem-solving skills
- To be able to confidently communicate to an excellent standard through all communication methods to multiple stakeholders
- Calm and professional, especially when dealing with emotional and challenging situations
- To understand safeguarding and GDPR practices
- An ability to work on own initiative without supervision and to work as a team to achieve Make-A-Wish UK goals
- A personal commitment to and understanding of equal opportunities
- Preferable - knowledge of medical terminology

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 in all that we do and make decisions as close to the child as possible. Wherever possible by the child.
- Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- 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
- Be able to work independently in an agile environment