

JOB TITLE:

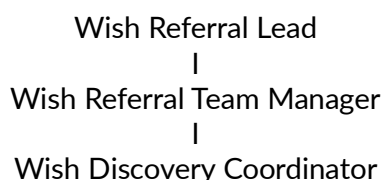
Wish Discovery Co-ordinator

Department	Division	Reports to	Salary	Type of contract
Wishgranting	Operations	Wish Referrals Team Manager	£26,000 per annum	Permanent

Location:

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 once per 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.

Direct reports/Immediate relationships:

Core Purpose:

Volunteers play a vital part in enabling us to provide a magical wish journey experience for our wish children and their families. The Wish Discovery Coordinator role will be responsible for managing and engaging our network of Wish Makers, Wishgranting Office Volunteers and Interpreters, in line with our values and behaviours.

The Wish Discovery Coordinator will be responsible for ensuring we are providing fully inclusive tools and resources to enable Wishgranting-related volunteers to conduct their roles. This role will support the wish journey process and will be ensuring set targets for Wishgranting volunteer activities are met. As each wish is unique, accurate record keeping, data privacy and safeguarding are essential.

Key Responsibilities:
Volunteer Activity Processes

- To manage a caseload of up to 200 open Wishgranting-related volunteer activities across the wish journey, ensuring volunteer activities are assigned, accepted and completed in line with agreed KPIs
- Ensure that volunteer activities are accurately recorded, and fair allocation is given to volunteers, including Wish Makers, Wishgranting Office Volunteers and Interpreters
- Respond to any Wishgranting-related volunteer activities and queries via email, virtual posts, and phone/video calls, providing excellent customer service
- Follow internal processes to ensure that volunteer activities are actioned in line with our service level agreements
- Ensure the principles of Equality, Diversity and Inclusion are always reflected within wish processes and engagement

Wishgranting Volunteer Engagement

- Engage and retain a network of Wish Makers and other Wishgranting-related volunteers by following a 12-month engagement plan including Wishgranting updates, recognition and feedback
- Work closely with the Community and Volunteering Team in ensuring Wishgranting volunteers are provided with up-to-date training tools and resources related to wishes and that they have all the resources they need to fulfil their roles
- To contribute and support any technology, materials and process improvements to ensure we are providing a magical, inspiring and inclusive experience for all stakeholders
- Demonstrate a positive attitude in working with volunteers, wish children and their families in line with our values and behaviours
- Be able to provide additional support for various volunteer roles within the wish journey

Safeguarding & Data Governance

- Ensure all wish, volunteer 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:

- Be led by the needs of the wish child in all we do and make decisions as close to the child as possible and wherever possible by the child.
- 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

- Experience in managing and working with a network of volunteers ensuring clear communication at all times
- Excellent IT and administration skills including experience in processing/inputting data accurately with strong attention to detail
- Experience in working towards deadlines and ensuring targets and objectives are met
- Excellent organisational and prioritising skills to support an ever-changing workload
- To be able to confidently communicate through all communication methods to multiple stakeholders
- Calm and professional, especially when dealing with emotional situations
- Excellent IT and administration skills including experience in processing/inputting data accurately with strong attention to detail
- Experience of using MS Office applications
- Knowledge of safeguarding and GDPR
- Ability to work on own initiative in making appropriate decisions or to seek guidance if needed
- A personal commitment to and understanding of equal opportunities
- Experience in using CRM systems, preferably Salesforce

Personal Qualities

- Maintain a professional, caring, friendly and helpful manner at all times whilst dealing with wish children, their families, volunteers, suppliers as well as other stakeholders
- Passionate in working with volunteers and understanding the key role they play within a non-profit organisation
- The ability to be able to build strong relationships with stakeholders
- Maintain high levels of attention to detail
- Punctual and reliable
- Friendly, courteous and professional
- Be motivated to support the charity and its objectives at all times