



2wish

Vacancy Information Pack

Post No: 2WHRA01

Job Title: HR Administration Officer

Support for those affected by sudden death in young people

Registered Charity Number 1168140

www.2wish.org.uk

Dear Candidate,



It is my pleasure to extend a very warm welcome to you as you consider joining our organisation.

2 wish was founded on the belief that no-one who loses a child or young person suddenly or unexpectedly does so without the offer of support to help them through the darkest days.

Since 2012, 2wish has received over 1600 referrals for children and young people who have sadly died much too soon. We have supported over 7,000 individuals and offer support in the immediate aftermath and longer term so that our families know we are always there, in the days, months and years to come.

We are an organisation with family and community at the heart of everything we do. Our families, volunteers, ambassadors, supporters and staff all make a difference, and we all share one common belief; that no family should be left without the offer of support.

Would you like to join us and make a difference?

If you feel passionate about supporting those suddenly bereaved and have the skills, we're looking for, we'd love to hear from you.

Thank you for your interest in this role.

Very best wishes

A handwritten signature in black ink that reads "Rhian Mannings". The signature is written in a cursive, flowing style.

Rhian Mannings MBE
Chief Executive Officer and Founder

If this vacancy is not for you, why not join us as a volunteer? Find out about current opportunities here: [Opportunities - 2 Wish](#)

Role Description:

- Job title:** Human Resources (HR) Administrator
- Reports to:** Head of Finance
- Salary:** Starting salary of £24,000-£26,500 depending on experience
- Location:** Office based with occasional home working, occasional travel to areas of service delivery.
- Hours:** Full-Time 37.5 hours per week
- Post No:** 2WHRA01

Background of 2wish:

In 2012, Rhian Burke lost her son George suddenly in an emergency unit in South Wales. Despite the amazing staff, who showed support and empathy at the time of death, the family walked out into the dark of the night with nothing, heard from nobody and were left alone to deal with the shock and trauma.

Five days after her son passed away, her husband Paul died by suicide, inconsolable and consumed in grief. Still nobody came. 2wish (formally 2 Wish Upon A Star) and the following support services were established as a result of this tragedy and are today being implemented in partnership with every health board, hospital, police force, coroner's office and mental health team across Wales.



Objective:

2wish exists to provide support to anyone affected by the sudden and unexpected death of a child or young person aged 25 and under.

Aims:

- Ensure every Emergency Department has a suitable bereavement suite
- Ensure that bereavement boxes are available at each of these hospitals
- Ensure that immediate bereavement support is available for all affected by the sudden death of a child or young person
- Provide a professional counselling service and other therapies for those affected by the sudden death of a child or young person
- Provide support to individuals who witness the sudden death of a child or young person
- Provide support and training to professionals from any sector who may be affected by the sudden death of a child or young person
- To advocate and campaign on behalf of suddenly bereaved families

2wish Cymru and 2wish:

2wish has been established since 2012 and has grown from strength to strength. During this time, we have worked tirelessly to embed our service and ensure that the offer of support is made at the point of death.

We offer an immediate, consistent, high-quality and compassionate service to all individuals affected by the sudden and unexpected death of a child or young person aged 25 and under in Wales. We work in partnerships with professionals who refer into the charity on behalf of the families, so they don't have to trawl through the internet for an organisation who may, or may not, be able to support. We provide immediate, and ongoing, support and are here for as long as our families need us.

However, we know that gaps in support for those suddenly bereaved still exist outside of Wales. We have launched stage one expansion into England, which has been a fantastic success and are on the lookout for passionate and committed individuals who want to help push the charity to the next level.

Context of role:

As the HR Administration Officer, you will offer expert HR support and guidance across all operational functions. This includes collaborating with the Head of Finance and other members of the Senior Leadership Team (SLT) to execute various projects, maintaining accurate employee records, and providing advice on compliance with UK Employment and Health and Safety regulations.

Main duties:

1.0. Human Resources:

- Champion the operational effectiveness of the HR department, ensuring that all responsibilities align with the organisation's standards, vision, and values.
- Proactively manage the entire employee lifecycle, including creating job advertisements, coordinating recruitment campaigns, onboarding new hires, performing DBS and Right to Work checks, assist with inductions, preparing paperwork for probation review, recording absences, handling contract variations, processing leavers and providing post-employment support.
- Administer and manage the 'HR Inbox' by addressing queries and escalating or forwarding issues to Line Managers for prompt decision-making and resolution.
- Maintain HR databases effectively, ensuring that all staff records are accurate, up-to-date, and compliant with current UK employment legislation.
- Support compliance with health and safety regulations by coordinating training and ensuring adherence to legal frameworks governing employment and workplace safety.
- Coordinate and support staff training programs, ensuring the completion of both mandatory and role-specific training requirements.
- Oversee the day-to-day operation of the HR management system, BrightHR.
- Assist in preparing monthly payroll instructions for accountants, ensuring accuracy and timeliness.
- Collaborate with the Finance Team to ensure operational expenses are accurately tracked and reported.
- Contribute to the review and updating of charity policies and procedures, supporting the continuous improvement of HR practices.
- Provide general office administration support as needed.

2.0. General:

Reply to emails and respond to calls within 48 hours

- To be responsible for organising own work agenda, time management and administration
- To maintain a high degree of confidentiality in accordance with the charity's policy
- To undertake training to update skills as necessary
- To implement and follow clear health and safety procedures

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You will be subject to a performance review, which will incorporate a review of the above duties and performance over the period.

This role is subject to a DBS check.



Person specification:

Criteria	Essential	Desirable
Knowledge		
Have a good understanding of bereavement and the effects of grief on bereaved individuals and their families		x
Have a good understanding of child and adult protection issues and how to respond to safeguard effectively		x
Understand the principles of risk assessment and risk management for bereaved individuals and their families		x
Understand and be committed to equal opportunities and diversity issues in policy and practice		x
Experience		
Experience of working in a health, social care, or emergency setting		x
Experience of working with vulnerable people, including families and/or children		x
Highly effective administration skills	x	
Skills/Qualifications/Professional membership		
Have excellent communication, both written and verbal, when interacting with a range of agencies and individuals	x	
Have computer literacy skills and experience of working with databases	x	
Experience working with HR management system		x
Ability to plan and organise workload, prioritising as appropriate, evidencing effective time management.	x	
Previous experience in a HR role 1 year +	x	
Personal qualities		
Car driver with access to a car for travel across England and Wales	x	
Work flexibly as part of a team	x	
Be positive about the possibility of personal growth and change	x	
Welsh speaker		x

A Family Story by Ady Smith - Ella's Dad

The 13th of June 2021 was a wonderfully sunny day. Little did we know that, before the day would end, our lives would be thrust into despair and changed forever. Our beautiful daughter, Ella, had been enjoying the day with friends, before she was involved in a road traffic collision and tragically lost her life at the scene of the accident. In a cruel twist of fate, I was one of the responding Fire Service personnel.

Ella was a caring young lady who had a heart of gold and would go out of her way to help others, could be described as a social butterfly, and loved her family and friends. Ella always had a smile on her face, was a bit of a prankster, and always full of fun.

In the immediate hours following Ella's death, we were being supported by our Family Liaison Officers (FLO) when she asked, what upon reflection was such a vital question; "Would you be happy for us to refer you to the charity 2wish?" The FLO went on to explain a little about the charity, although we had some awareness of their work from their social media channels.

At this point we were in a daze, we didn't know what to do or where to turn, within less than 24 hours 2wish had dropped into our lives (and have been with us ever since). Nicole contacted us and provided a sense of calm in what we would now describe as a time of complete chaos.

The 2wish team visited Ella and were able to provide us with memory boxes that included her handprints and a lock of her hair, this is something we thank them so much for. The boxes bring us great comfort and we believe they will continue to do so as we move forward with our lives in a very different way, carrying our loss.

The support didn't and hasn't stopped there, through the charity we have all been supported by bereavement counsellors and this has also extended to wider family and very close friends of Ella's. Ella's brother has been supported by Ellie, the young person coordinator, and he finds these sessions a welcome break and an opportunity to talk. Ella's sister, whilst not having support currently is aware it is there when needed no matter how far in the future. I have been receiving specialist PTSD counselling arranged by 2wish and have attended complementary therapy sessions organised by the charity too.

A standout memory for us would be the video message Ella's brother (hero), the happiness in his eyes will long live with us all, and some 2wish enough for.

Every one of us has had different needs, the staff at 2wish have been amazing, they have gone out of their way to find solutions to our challenges, and we honestly do not know where we would be without their support, guidance, and friendship.

Through tragedy we have connected with some wonderful people, 2wish will always be there for us, as a family we will always be there to support the charity, raise money, and attend events to ensure the amazing work they do continues. The impact they have had on our lives can't be measured and we want to help ensure other families benefit in the way we have.



What we do for you:

Salary: Starting salary of £24,000-£26,500 per annum depending on experience.

Contract type: Permanent

Hours: Normal office hours are 9am - 5pm, Monday to Friday, although alternative hours may be worked with line manager agreement. Work outside office hours may sometimes be necessary and will be compensated for by time off in lieu.

Annual leave: 28 days plus bank holidays. Annual leave steadily increases after five years of service. Annual leave and statutory holidays are calculated on a pro rata basis where applicable.

Pension: 2wish operate a contributory pension scheme. 2wish will auto-enroll you into the scheme in accordance with its auto-enrolment obligations. Full details of the scheme will be provided to you once you are enrolled, including the minimum level of contribution that you will be required to make during your membership (current contributions - employer 3% and employee 5%).

Mileage: A fixed rate allowance is payable for agreed mileage undertaken on 2wish business in a private vehicle, over and above your usual journey to your workplace/s.

Location: 2wish is currently working with staff to offer a form of hybrid working and this will continue for the foreseeable future. This post will include be mainly based in the 2wish Head Office, with occasional home working as approved by your manager. There will also be occasional travel across service delivery areas.

Additional benefits for our employees:

An 'Employee Assistance Program, including wellbeing support

Free parking on 2wish premises

Free branded 2wish clothing

An extra annual leave day on your birthday

Incremental increase in holiday entitlement based on length of service

Paid sick leave (after qualifying period)

Discounts for personal purchases on 2wish Merchandise

Discounted tickets to UK 2wish events for staff and family

Extra holiday entitlement when taking part in 2wish overseas events

Company mobile phone for performance of duties, if required

Tools/equipment required for the performance of duties

Reimbursement of work expenses

Bright Exchange employee discounts

How to apply:

Please return a CV and covering letter, or a CV and two-minute video, by email to HR@2wish.org.uk

Closing date: 2nd January 2025 at 5pm

Please advise us if you need any adjustments during the application or interview process.

We reserve the right to close this vacancy early if we receive sufficient applications for the role and will be actively interviewing potential candidates. Therefore, if you are interested, please submit your application as early as possible.