



2wish

Vacancy Information Pack

Business Services Officer

Support for those affected by sudden death in young people

Welcome from Rhian Mannings MBE, Founder and CEO



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

2wish 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 2000 referrals for children and young people who have sadly died much too soon. We have supported over 10,000 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

Rhian Mannings MBE
Chief Executive Officer and Founder

“When it rains, look for rainbows. When it’s dark, look for the stars.” - Anonymous

Role Description:

- Job title:** Business Services Officer
- Reports to:** Head of Finance and Business Services
- Salary:** Starting salary of £29,500 per annum
- Location:** Office based at our headquarters in Llantrisant, South Wales
- Hours:** Full time - 37.5 hours over 5 days
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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 implemented in partnership with every health board, hospital, police force, coroner's office and mental health team across Wales.

Since expanding into England in January 2024, 2wish has established working relationships with referral partners across the bordering counties.

To learn more about Rhian's story, please visit our website at: <https://2wish.org.uk/about-us/rhians-story/>



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 and Critical Care unit 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 since 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. We work in partnership with professionals who refer into the charity on behalf of 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.

We were founded as a Welsh organisation providing immediate casework support, as well as ongoing aftercare services including counselling, alternative therapies, play therapy, support groups, support events and a respite cottage.

In January 2024, we expanded into 'phase one' England, namely Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire and Somerset. And in July 2025 we expanded into 'phase two' England, namely Merseyside, Devon and Cornwall, Wiltshire, Dorset, Hampshire and the Isle of Wight.

Context of role: ☆

The Business Services Officer provides high quality administrative and operational support across governance, IT, facilities, data protection, recruitment and general administration.

Working closely with the Head of Finance & Business Services, this role ensures the charity has strong internal systems, efficient processes, and compliant practices that enable staff to deliver services effectively and compassionately.

This role will support the whole organisation in both the office setting and our remote workers across England and Wales.

Key responsibilities: ☆

1.0. Business Services and Operations

1.1: Support the Head of Finance & Business Services in the effective running of business functions including HR, IT, governance, and office management.

1.2: Maintain essential organisational policies, procedures, and documentation, ensuring regular review cycles.

1.3: Manage contracts with suppliers, service providers, and facilities contractors.

2.0. Staff support

2.1: Assist department heads with recruitment processes including job adverts, application management, interview coordination, and onboarding.

2.2: Maintain accurate and confidential HR files, absence records, training logs, and performance documentation on Bright HR.

2.3: Support wellbeing initiatives and contribute to developing a positive, compassionate staff culture.

2.4: Coordinate staff training, mandatory learning, and policy briefings.

3.0. Governance and Compliance

3.1: Maintain statutory registers and ensure timely filing of required documents.

3.2: Support risk management processes, including maintaining organisational risk registers.

3.3: Assist with GDPR compliance, data audits, and data protection processes.

3.4: Prepare policies for Board approval with the assistance of Peninsula.

4.0. Leadership and People Management

- 4.1: Act as first point of contact for basic IT and systems issues, escalating when necessary.
- 4.2: Support the effective use of Microsoft 365, CRM/databases, and operational software including educating others on effective usage.
- 4.3: Project manage the development of NOVA – our CRM system.
- 4.4: Liaise with IT providers to ensure smooth delivery of technical support, security, and digital improvements.
- 4.5: Issue IT equipment required for work to all new employees and maintain asset register.
- 4.6: Ensuring Cyber Security essentials is complete working with IT consultant ITCS.

5.0. Facilities and Office Management

- 5.1: Oversee day-to-day management of office space, equipment, and environment. Monitoring potential growth of office spaces into England.
- 5.2: Manage health & safety processes including risk assessments, incident logs, and mandatory checks.
- 5.3: Monitor office supplies, equipment maintenance, and procurement.

6.0. Administration and Organisational Support

- 6.1: Provide administrative support to the Senior Leadership Team where required.
- 6.2: Maintain central records, filing systems, and registers to a high standard both electronically and paper based.

7.0. General:

- 7.1: To be responsible for organising own work agenda, time management and administration.
- 7.2: To adhere to all company policies and procedures including Safeguarding, Confidentiality, Health and Safety and Lone Working; and to be proactive in implementing new safe working practices as appropriate.
- 7.3: To attend weekend and evening community events in support of the charity as necessary.
- 7.4: Participate as and when required in team meetings and one-to-one meetings, and undertake, as appropriate, courses/training/other developmental activities, which is relevant to the role.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks, which are not specifically covered in their job description may have to be undertaken.

You will be subject to 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
Experience in an administrative, operations, or business services role.	✓	
Strong organisational skills with the ability to manage multiple tasks and deadlines.	✓	
Excellent written and verbal communication skills.	✓	
High levels of discretion and understanding of confidentiality.	✓	
Proficiency with Microsoft 365 and modern office systems.	✓	
A proactive, solution focused, and collaborative approach.	✓	
Commitment to the mission and values of 2wish.	✓	
Experience working in the third sector or a small/medium charity.		✓
Experience supporting Boards or senior management teams.		✓
Familiarity with CRM or charity database systems.		✓
Key Competencies		
Organisation and time management Attention to detail Communication and interpersonal skills Problem solving and initiative Confidentiality and integrity Team working and collaboration Adaptability and resilience		
Additional Information		
Some travel may be required Occasional evening work may be required to support Board/committee meetings		



A Family Story by Harry & Rebecca Foster - Olivia's parents

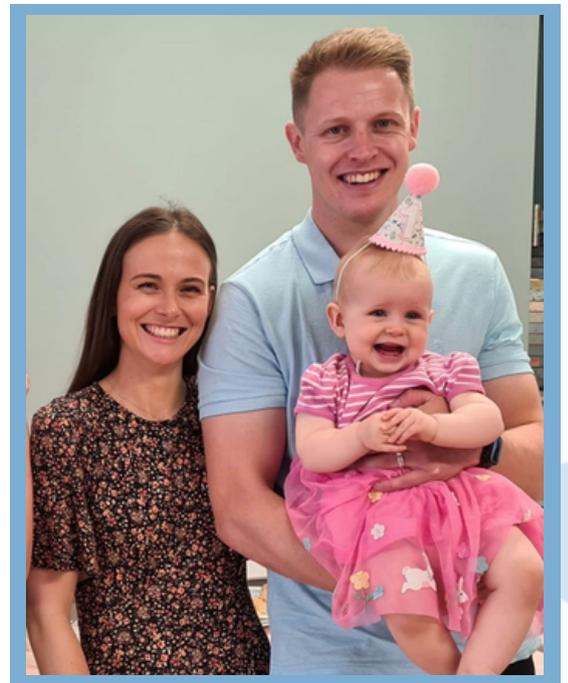
Olivia Rose Foster was the most beautiful baby girl who only ever knew fun, love and happiness. For 15 months she lit up the world with her infectious smile, her cheeky attitude and her love of life. Olivia was always playing, laughing (eating!) and enjoying every second of her life.

On 11th October 2023 our life was suddenly and unexpectedly turned upside down. Twenty-four hours prior to her death, Olivia was enjoying herself in the park despite having a cold. When we noticed she wasn't herself, we took her into A&E. After an overnight stay and a morning where Olivia deteriorated rapidly without much care from the hospital, Olivia went into Cardiac Arrest and subsequently passed away after 90 minutes of CPR with her Mummy and Daddy by her side reading her stories and singing her favourite songs. Three months later, we found out that Olivia had died of Acute Myocarditis.

Leaving our precious little girl in hospital that evening was unfathomable; we felt completely alone and lost. We remained like this for 3 months until we were offered a lifeline. 2wish had expanded to England. The way we describe the feeling was as if we were trapped in a well with no light, then someone lifted the lid, offering us some light, a hand and some hope. 2wish's involvement with us as a family has been invaluable and we will be forever grateful for the kind, caring and professional support we're receiving. We are taking comfort in raising awareness and fundraising for 2wish as our way of thanking them for their support and making Olivia proud of us.

We try to live our lives by the phrase "Be More Like Olivia" which is what we decided minutes after she died whilst holding her in our arms. It represents trying to find positives in life, enjoying the time you are given and supporting everyone. Olivia was such a bundle of fun; we are thankful that she only ever knew fun, love and happiness in her life and we will never forget that gummy smile! We will never stop talking about our beautiful girl and we will always love and remember our little Olivia.

#bemorelikeolivia



What we do for you:

Salary:	Starting salary of £29,500 per annum
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-enrol you into the scheme in accordance with it's auto-enrolment obligations. Full details of the scheme will be provided to you once you are enrolled, including the minimum level of contributions 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:	Office based at our headquarters in Llantrisant, South Wales

Additional benefits for our employees: ☆

- ☆ An 'Employee Assistance Programme,' 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
- ☆ 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
- ☆ Tools/equipment required for the performance of duties
- ☆ Reimbursement of work expenses
- ☆ Bright Exchange employee discounts
- ☆ Auto-enrolment into company contributory pension scheme after 3 months service

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: Friday 3rd April 2026

Thank you very much for your interest in the role. Please note, if you do not hear from us within ten working days of the closing date, you have been unsuccessful on this occasion.