



2wish

Vacancy Information Pack

**Head of Finance and
Business Services**

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:	Head of Finance & Business Services
Reports to:	Director of Operations
Salary:	In the region of £39,000. Flexible based on experience and qualifications
Location:	Hybrid
Hours:	Full time - 37.5 hours over 5 days

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 Head of Finance & Business Services will be a key member of the senior leadership team, responsible for ensuring the charity is financially sustainable, legally compliant and operationally efficient.

This role provides strategic oversight of finance, governance, HR, IT, facilities, risk management, and business administration, enabling the charity to deliver its mission effectively and responsibly.

Line management responsibilities, including Business Services Officer and Finance and Administration Officer.

Key responsibilities: ☆

1.0. Strategic Leadership

1.1: Act as a senior advisor to the CEO and Board of Trustees on financial strategy, organisational performance, risk, and governance.

1.2: Lead on the development and implementation of long-term financial plans, budgets, and business services strategies.

1.3: Contribute to organisational planning, change management, and culture-building across the charity.

2.0. Financial Management

2.1: Oversee all aspects of financial management, including grants and foundations, forecasting, management accounts, statutory accounts, and cashflow.

2.2: Ensure accurate financial reporting in compliance within the Charity SORP, and relevant regulatory frameworks.

2.3: Lead on financial risk management, reserve's policy, investment planning, and financial controls.

2.4: Oversee payroll, pension administration, procurement, and contract management.

2.5: Support fundraising colleagues with financial modelling, grant budgets, and reporting to funders.

3.0. Business Services Oversight

3.1: Lead and develop the business services function, which include IT, facilities, data protection and health & safety.

3.2: Oversee HR policies, employee relations, recruitment processes, and wellbeing initiatives with the support of our HR consultants.

3.3: Ensure reliable IT systems, digital security, and effective use of Microsoft 365 and organisational software with the support of our IT consultants ITCS.

3.4: Manage the Business Services Officer who oversees office facilities, leases, equipment, and supplier relationships.

3.5: Hold line management responsibilities for our Business Services Officer and Finance and Administration Officer.

4.0. Leadership and People Management

4.1: Provide inspirational leadership to finance and business services staff.

4.2: Support a culture of accountability, continuous improvement, compassion, and teamwork.

4.3: Champion organisational values, equity, diversity, and inclusion in all areas of operations.

5.0. General:

5.1: To be responsible for organising own work agenda, time management and administration.

5.2: 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.

5.3: To attend weekend and evening community events in support of the charity as necessary.

5.4: 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
Fully or part qualified in accountancy or qualified by experience (QBE).	✓	
Proven financial leadership experience within the third sector or a, challenging values-driven organisation.	✓	
Strong understanding of charity finance, including SORP, restricted/unrestricted, designated funds, grant applications and reporting.	✓	
Experience of managing governance, risk, compliance, and business administrative functions.	✓	
Excellent communication, interpersonal, and relationship building skills.	✓	
Ability to work collaboratively whilst providing strong challenge and professional insight.	✓	
Demonstrable commitment to the mission and values of 2wish.	✓	
Assist with compliance of the Equality Act, Employment Rights Act / Bill & General Data Protection Regulations.	✓	
Experience supporting or working alongside a Board of Trustees.		✓
Experience leading digital transformation or implementing new systems.		✓
Understanding bereavement-support environments		✓
Key Competencies		
Strategic thinking and problem-solving Financial and analytical acumen Leadership and people development Integrity and sound judgement Communication and influencing skills Attention to detail with a proactive approach 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

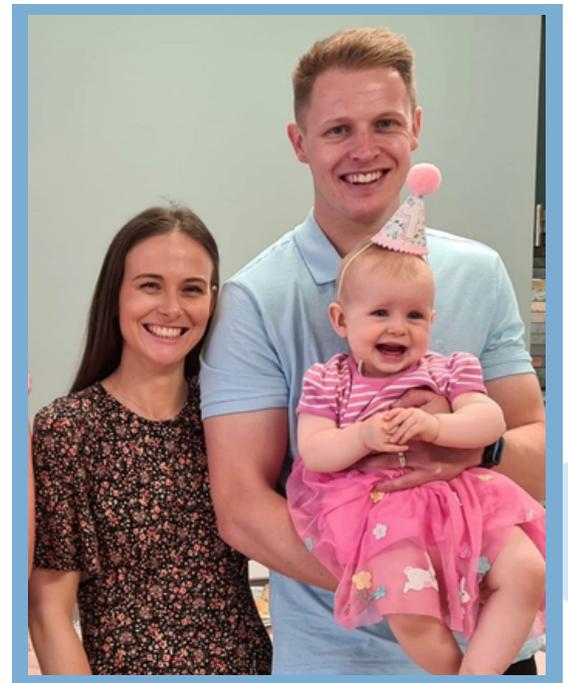
Olivia Rose Foster was the most beautiful baby girl who only ever knew fun, love and happiness. For 15 months she lit up the world with her infectious smile, her cheeky attitude and her love of life. Olivia was always playing, laughing (eating!) and enjoying every second of her life.

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.

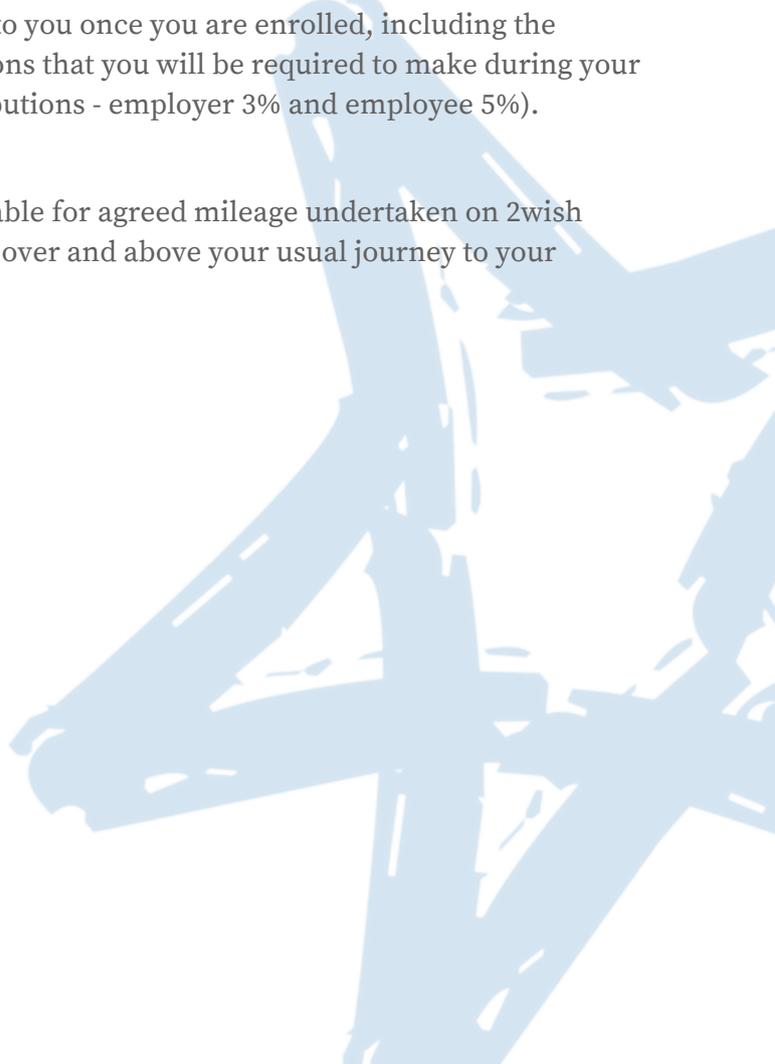
We try to live our lives by the phrase "Be More Like Olivia" which is what we decided minutes after she died whilst holding her in our arms. It represents trying to find positives in life, enjoying the time you are given and supporting everyone. Olivia was such a bundle of fun; we are thankful that she 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:	In the region of £39,000. Flexible based on experience and qualifications.
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:	Hybrid



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.