You might be surprised to know just how many children and young people are bereaved of a parent or sibling every year in the UK.

It’s around 45,000 – that’s more than 100 every day.

Winston’s Wish was the first organisation in the UK to provide specialist support to grieving children. Our founder, Julie Stokes OBE, was a true pioneer.

Much has changed over the years, but that pioneering spirit is in our DNA. Our desire to make a difference to as many children and young people’s lives as we can remains undimmed. In fact, it is what drives us and it is at the heart of our delivery model which blends the best of our face-to-face, remote and digital support to make sure that every child, young person, family or professional that comes to us for help can get it. This combined approach also ensures we continue to grow our services and reach even more grieving children and young people in the years ahead.

We are constantly striving to improve what we do; embracing new ways of getting our support out there; and doing everything we can to connect and work with other organisations and partners to make sure we can reach the children who need us.

Our vision is a society in which every child can get the help they need when someone close to them dies. That’s why we do so much to raise awareness of the needs of bereaved children, to shape the big picture so that they can get what they need.

We are positive, optimistic, courageous and driven. You will need to be too.

If you are looking to play a pivotal role in an organisation that is passionate about what it does, one in which your contributions will have a direct impact on the lives of our beneficiaries; one in which the stories you hear will sometimes make you smile, sometimes make you cry (and sometimes at the same time) then Winston’s Wish might just be the place for you.

You will join us at a challenging time. Our services are in high demand. We have embraced the possibilities and opportunities of digital and remote support alongside our face-to-face work to introduce a ‘blended’ model of help. We are embarking on a new trajectory that will take us to the achievement of our goals in this rapidly changing landscape.

It is tough out there. Our work can be difficult. You’ll help us find new ways to overcome these challenges, as we have been doing since 1992. Then, now and always.

If you think this is for you then we look forward to hearing more.

Fergus Crow
Chief Executive
Our services

**WEBSITES**
You will find a wealth of information and help on our websites, including support and advice following specific types of death, free training for professionals and further information about our services.  
[www.winstonswish.org](http://www.winstonswish.org) and [help2makesense.org](http://help2makesense.org)

**FREEPHONE HELPLINE**
Immediate support and advice for young people, parents, carers and professionals, as well as access to our more in-depth, ongoing services. 08088 020 021  
Monday – Friday, 8am – 8pm. Please visit the website for current opening hours.

**EMAIL SUPPORT**
Anyone can email us seeking advice or to ask a question on [ask@winstonswish.org](mailto:ask@winstonswish.org) and we will get back to you within 48 hours.

**INDIVIDUAL AND GROUP SUPPORT**
Our Bereavement Support Practitioners provide bespoke individual and family support, as well as opportunities to connect with other parents and children who have faced similar experiences.

**CRISIS MESSENGER**
Free and confidential support in a crisis 24 hours a day. Text **WW** to **85258**

**GRIEF SUPPORT GROUPS**
Informal peer support groups for both young people aged 7-25 and for parents and carers. All overseen by Bereavement Support Practitioners.  
Please visit the website for more information.

**TRAINING**
Bereavement training and consultancy for professionals to help ensure that children under their care get the support they need. [www.winstonswish.org/training](http://www.winstonswish.org/training)

**PUBLICATIONS & RESOURCES**
A range of specialist publications and other helpful resources for professionals, children and parents are available at [shop.winstonswish.org](http://shop.winstonswish.org)

**Our impact**
From analysis we know that following our support children show improvements in measured difficulties, including stress, emotional difficulties, behavioural difficulties, hyperactive/concentration difficulties and friendship difficulties.
Working at Winston’s Wish

OUR VISION
A society in which every child and young person gets the help they need after anyone close to them dies.

OUR MISSION
To make sure no child or young person faces grief alone.

OUR VALUES
- We put the needs of children and young people first
- We work hard together to achieve the best outcomes
- We are focused and ambitious to grow
- We are positive and have fun
- We are always learning and seeking to improve

If these values resonate with you, we would love to hear from you!

WHERE IS WINSTON’S WISH BASED?
We operate a blended working system: most of our team work primarily from home, with travel to our office bases or other venues for collaborative working as required. We also hold a face-to-face whole team meeting each quarter, to enable the whole team to get together. The aim of blended working is to provide greater flexibility so that staff can achieve and maintain a strong work-life balance.

Staff who would like to work from an office more regularly are able to book a desk at one of our two bases:

**South West (Head Office)**
- Winston’s Wish
- Conway House
- 31-33 Worcester Street
- Gloucester
- GL1 3AJ

**South East**
- Winston’s Wish
- Ventnor Villas (between houses 2 and 3)
- Hove
- East Sussex
- BN3 3DD
Role description

Job Title: Corporate Services Administrator
Reporting To: HR Manager
Direct Reports: None
Department: Corporate Services Team
Location: Blended, working from our head office in Gloucester at least 1-2 days per week
Hours: Part-time (18.75 hours per week)
Salary: £11,000 (£22,000 FTE) per annum

Role Purpose
To work as part of the Corporate Services Team to deliver a friendly and professional front-of-house service, and to provide efficient and effective administrative support across all areas of the organisation.

Key Responsibilities
• Answer the office telephone line in a friendly and professional manner, assisting with queries, transferring calls and taking messages as appropriate.
• Triage Helpline calls when no practitioners are available, dealing sensitively with individuals seeking bereavement support.
• Monitor shared inboxes and respond to or forward emails as appropriate.
• Welcome visitors to the office.
• Post out resources to families and professionals on behalf of the Bereavement Support Services teams.
• Enter and maintain up-to-date client data on Salesforce.
• Support other members of the Corporate Services Team with tasks including:
  ○ The fulfilment of our publications and resources, including monitoring stock levels and helping to manage the relationship with our external fulfilment company.
  ○ Managing the link between Salesforce and online fundraising websites such as JustGiving and Facebook.
  ○ Providing administrative support to the Winston’s Wish training programme, including managing bookings, liaising with trainers, setting up Zoom meetings and sending out resources to delegates.
  ○ Providing administrative support to Bereavement Support Services including database administration, organising groups and events, and sending letters to families and professionals.
  ○ Assisting with the production of reports as requested for evaluation purposes.
Helping to organise quarterly whole team meetings.

- Provide general administrative support across the organisation including meeting room bookings, diary management, minute taking, filing, post, travel arrangements and hotel bookings.
- Carry out any other tasks as discussed and agreed with line manager.

All Staff

- Contribute to the vision and mission of Winston's Wish; working with colleagues in all teams to meet the objectives of Winston’s Wish.
- Work to objectives, targets and work plans agreed with your line manager.
- Undertake specific projects and other ad hoc duties agreed with your line manager, fulfilling any deadlines, reviews and reporting procedures required.
- Take an active part in the one-to-one process and participate in training agreed with your line manager.
- Ensure the health and safety of all colleagues, volunteers and visitors in accordance with Winston’s Wish policy.
- Promote equality of opportunity and diversity in accordance with Winston’s Wish policy.
Person specification

Essential

- A team player who works flexibly to meet the needs of the organisation.
- Excellent organisational and time-management skills, with the ability to prioritise work and meet tight deadlines.
- Strong written and verbal communication skills.
- Ability to work quickly and accurately with data.
- Excellent interpersonal skills.
- Strong IT skills.
- Ability to use own initiative.

Desirable

- An interest in and understanding of bereavement in childhood.
- Experience of using Salesforce CRM system.
Benefits

- 25 days’ holiday plus bank holidays (pro rata if applicable), with increase for long service
- Employee Assistance Programme
- Life assurance
- Training loans
- Cycle to work scheme
- Enhanced family friendly policies

- TOIL for out of hours work
- Contributory pension scheme
- Company sick pay
Safeguarding children and safer recruitment

Winston's Wish is committed to safeguarding and protecting the children and young people we work with. All posts are subject to safer recruitment processes including self-disclosure, the disclosure of criminal records and vetting checks. We have a range of policies and procedures in place which promote safeguarding across the organisation.

Every applicant will be required to complete a self-declaration form at the point of application. This will form a discrete part of the recruitment pack but must be returned, in a sealed envelope or as a separate document, with your application form. Self-disclosure forms will only be read if the candidate is shortlisted and called for interview.

Applications that do not contain a completed self-disclosure form will automatically be disqualified.

All offers of employment are made subject to a few background checks. These will include:
• Two professional references from your most recent employer(s) – covering the last five years
• Clarification of any gaps in your employment history
• Verifying originals of your ID documents, including your right to work in the UK
• Verifying originals of your qualification – where they are an essential requirement for the role
• A police check – satisfactory Disclosure and Barring Service (DBS) clearance

Equality, diversity and inclusion statement

We want Winston’s Wish to be the best place to come and work, and an organisation that feels as though it reflects the world we see around us in a modern, diverse, 21st Century Britain. We believe this diversity is an asset to be cherished, nurtured and grown.

We are an organisation set up as an open access community service. Increasing the equality of access to that service is at the heart of our new delivery model.

We believe that the services we offer and the makeup of our staff should represent and reflect the communities that we work with and we know that we have a way to go on this. As an employer we are actively working to increase diversity in our organisation by strongly encouraging applications from all sections of the community; by being more proactive about where we advertise our vacancies; rethinking our pre-requisites for employment and ensuring that we are flexible and transparent to encourage the widest range of talented potential applicants to come and work here.
How to apply

Application forms can be found at www.winstonswish.org/about-us/working-at-winstons-wish/.

Completed application forms should be sent to recruitment@winstonswish.org, along with a completed self-declaration form and equal opportunity monitoring form.

Use of Curriculum Vitae (CVs)
Our policy is to recruit our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information, and as such we do not accept a CV unless accompanied by a fully completed application form.

Recruitment Timetable
Application deadline: Sunday 30th October 2022
Interview date: Monday 7th November 2022

Queries
Please contact Charlotte Taylor, HR Manager, by email at ctaylor@winstonswish.org or by telephone on 01242 515157 for an informal discussion about this role.

If you have a query regarding any aspect of the recruitment process, please call 01242 515157 or contact recruitment@winstonswish.org.

Retention of Personal Information
Please see our Privacy Statement, which can be found at www.winstonswish.org/privacy-statement/.

Equality, Diversity and Inclusion
Winston’s Wish is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Should you require the recruitment pack or application form in a different format, or any other adjustments to the recruitment process, please contact recruitment@winstonswish.org.