

Rays of Sunshine

Granting Magical Wishes Every Day

Wish Granter Job Description



February 2025

Rays of Sunshine Children's Charity is a company limited by guarantee and is registered in England and Wales under company No. 4860607. Registered Charity No. 1102529 Registered address: Rays of Sunshine, 4th Floor, Berkley House, 304 Regents Park Road, London, N3 2JY.

Welcome to Rays of Sunshine Children's Charity

Thank you for your interest in working at Rays of Sunshine Children's Charity.

Rays of Sunshine brightens the lives of children who are living with life-threatening, life-limiting and life changing illnesses across the UK. Our work creates a positive distraction for children away from the stresses of significant illness and in so doing, reduces isolation, improves self-esteem and creates joyful experiences for the child and their family. Rays of Sunshine does this by granting unique and magical wishes which, by including the whole family, creates precious memories which can never be taken away.

We reach thousands of children each year, working closely with hospitals and hospices across all four home nations to support unwell children and their families wherever they are – actively staying in touch with our extended wish family through a digital and face-to-face community program of activities and events which bring excitement, good news, warmth and joy.

If you have the experience and passion to help us in our mission to bring hope, fun, kindness and support to children who are living with serious illnesses in the UK, we would love to hear from you.

For more information about Rays of Sunshine and our work, visit:
www.raysofsunshine.org.uk

Job Description WISH GRANTER

Reports to:	Senior Wish Granter
Place of work:	Berkeley House, 304 Regents Park Road, London N3 2JX. Hybrid working is available with a minimum of 2 days in the office
Salary:	£27k - £33k
Contract:	Full time (37.5 hours per week) Permanent
Benefits:	Unlimited annual leave Learning, development and training opportunities
Start date:	TBC
To apply:	Please apply by submitting your CV and a short (max one page) covering letter setting out your motivation for applying and how you meet the person specification.
Closing date and interviews:	Closing date: Sunday 2 nd March 2025 Interviews: Monday 10 th March 2025
Type of DBS check required:	Enhanced
Further information:	Please visit www.raysofsunshine.org.uk or email Sarah Osborne at Sarahosborne@raysofsunshine.org.uk

Purpose of the role:

We are recruiting for a Wish Granter with a “can-do” attitude to deliver bespoke, creative, high-quality and meaningful experiences to seriously ill children and their families. You will be responsible for planning and managing a portfolio of wish experiences including researching, planning and booking experiences, negotiating quotes and gift in kind with vendors and managing timeframes and budgets. Your creativity, organisational skills, and ability to empathise and communicate with wish children and their families will be key to delivering truly unique, accessible and safe experiences, ensuring children and young people remain at the heart of everything we do.

Main duties:

- Manage caseloads effectively to ensure each child or young person is supported and that wishes are granted within a reasonable timescale. This will include taking on new wishes each week and effectively tracking the progress of each wish
- Brainstorming and implementing child focused wish plans and concepts
- Handling budgeting and invoicing
- Liaising and negotiating with suppliers
- Liaising with medical and social care teams as required as part of the wish planning process
- Arranging wish logistics
- Creating risk assessments and escalating risk or safeguarding concerns

- Handling post-wish feedback and reports
- Liaising with other departments to ensure relationships with suppliers, celebrities and supporters continue to be nurtured after the wish experience
- Attending wishes as required including local and national wishes – travel and overnight stays may be required
- Being part of the Wish Team On Call rota
- Carrying out the administrative arrangements for other services activities as required (such as beneficiary events) ensuring service delivery is of the highest quality. This may include the opportunity to participate in, or support, other beneficiary-focused core groups or service development opportunities like choir, volunteer support and hospital related events

There may be occasions where staff are required to work out of hours or support at events, including wish related activities such as our annual wish family Christmas party or wish community events, cheering runners at the London marathon or working at our annual fundraising gala.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Person Specification

	Essential	Desirable
Knowledge, skills and experience		
Project / event management experience	Y	
Experience of working with children and young people		Y
Highly organised	Y	
Creative and proactive approach with the ability to think 'outside of the box' to deliver bespoke and unique experiences	Y	
Good time management and ability to multi-task	Y	
Experience working on and managing multiple projects simultaneously	Y	
Strong IT skills; proficient with Microsoft Office, Word and Excel, and experience using CRM systems	Y	
Experience creating and using risk assessments, event schedules and budgets	Y	
Excellent interpersonal, written and verbal communication skills, including the ability to work with a wide range of external and internal stakeholders	Y	
Knowledge and experience of GDPR and safeguarding practices and processes		Y
Ability to problem solve and manage unexpected, time sensitive situations with professionalism and urgency	Y	
Personal attributes		
Must be caring and empathetic and above all be a good ambassador for the Charity	Y	
Ability to actively listen to understand the needs of our beneficiaries to create impactful, appropriate and safe experiences	Y	

Rays of Sunshine is committed to safeguarding and promoting the welfare of children and young people and expect all our team (staff and volunteers) to share this commitment. As part of this commitment, we carry out basic disclosure checks on all staff and volunteers and require all roles working directly with children and young people to have an enhanced disclosure check. This post is subject to an enhanced disclosure check.

Rays of Sunshine welcomes applications from all sections of the community and actively encourages diversity to maximise achievements, creativity and good practice. We positively welcome and seek to ensure we achieve diversity in our workforce and that all job applicants and employees receive equal and fair treatment, regardless of age, race, gender, religion, sexual orientation, disability or nationality.