



**SiMBA is a registered Scottish charity that exists to support families who have suffered the loss of a baby during pregnancy or close to birth. SiMBA gives families space and time to honour their precious babies by preserving their memory through donating memory boxes, refurbishing family rooms in hospitals, installing memorial 'Trees of Tranquillity' and holding memorial events such as butterfly releases. SiMBA also aims to enhance support available to bereaved parents through support groups and midwife training**

<b>JOB DESCRIPTION</b>	
Job Title: ADMINISTRATOR	Accountable to: OFFICE MANAGER
Location: SiMBA, McSense Business Park, Mayfield, Midlothian	Term: Fixed Term Contract – 12 months
Hours: 22 per week – between 9.30 till 2.30pm Mon - Fri or similar working pattern (flexibility considered)	Remuneration: Competitive salary, generous annual leave entitlement
<b>JOB PURPOSE</b>	
The Administrator will be a member of a small team, responsible for providing administrative support to all staff. The post holder will be instrumental in the effective organisation of the office environment whilst supporting the entire team with the administration of fundraising, project and memory-making activities. This is a new role, required to support SiMBA grow its services and achieve its strategic objectives over the coming 12 months	
<b>KEY ACTIVITIES</b>	
<ul style="list-style-type: none"> <li>➤ Provide full range of administrative support to all staff within the office</li> <li>➤ Deal appropriately with incoming and outgoing correspondence and calls</li> <li>➤ Maintain the office filing system, frank office mail and maintain the franking machine</li> <li>➤ Organise storage of office and memory box materials and be responsible for maintaining a tidy and organised office environment</li> <li>➤ Assist volunteers in office if required and prepare/tidy office environment before and after their arrival</li> <li>➤ Check memory boxes prior to distribution and arrange delivery</li> <li>➤ Manage all office supplies and responsible for ordering/seeking donations of supplies and equipment when necessary</li> <li>➤ Send out merchandise when orders are received and maintain order records</li> <li>➤ Ensure that thank you letters are sent to all donors and fundraisers and write other ad hoc correspondence</li> <li>➤ Manage and control distribution of collection cans - maintain accurate records, ensure they are emptied and collected as appropriate, and issue thank you letters</li> <li>➤ Respond to requests for leaves to be ordered for Trees of Tranquillity and issue these</li> <li>➤ Support the office manager with maintenance of financial records, expense claims, gift aid, general reporting etc.</li> <li>➤ Update various databases and prepare reports as required i.e. volunteer and fundraiser details, data for board reports</li> <li>➤ Support other team members in making arrangements for events, scheduling and organising study days for midwives</li> <li>➤ Support the team with updates to the website and social media where necessary</li> <li>➤ Develop, implement and maintain efficient administrative systems and processes compliant with</li> </ul>	

relevant legal requirements such as GDPR

## **WORKING ENVIRONMENT**

SiMBA is a small but growing charity with a strong team ethos where all team members pull together in the interests of fulfilling the charity's objectives. The post holder must be flexible and willing to get involved with other activities as appropriate to meet the changing needs of the organisation. Given the sensitive nature of SiMBA's work, it is essential that discretion is exercised and confidentiality is maintained, with a mature, personal and empathetic approach applied to all areas of work. Very occasionally, the post holder may be asked to attend weekend/evening events for which time off in lieu would always be given

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

<i>Essential</i>	<i>Desirable</i>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Proficient in the use of Microsoft Word, Excel, PowerPoint, Outlook and other IT applications</li><li>• Good keyboard skills with attention to detail and accuracy</li><li>• Excellent verbal and written communication skills</li><li>• Ability to multitask effectively and excellent organisational skills</li><li>• Effective time management skills with an ability to solve problems</li><li>• Keen to learn, strive for continuous improvement and make a difference</li><li>• Willing to pull together and 'muck in' as part of a team</li><li>• Able to demonstrate empathy with and sensitivity when interacting with those who have suffered the loss of a baby and to communicate appropriately</li><li>• Able to manage a diverse and demanding workload</li></ul>	<ul style="list-style-type: none"><li>• Working knowledge of eTapestry or similar database</li><li>• Knowledge of the charity sector</li><li>• Valid driving licence</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Relevant qualification in administrative skills i.e. HNC/HND in Business Administration</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Experience of working in an administration role</li><li>• Proven track record of creating, developing and managing office administrative processes and systems</li></ul>	<ul style="list-style-type: none"><li>• Experience of working within the charity sector</li></ul>

This job description does not form part of the contract of employment and highlights the main responsibilities that the post involves. Inevitably, the exact nature of the duties undertaken by the post holder may change over time and the job holder will be expected to carry out any work that may reasonably be required of them.