

## ABOUT SiMBA

SiMBA is a charity registered in Scotland, yet our services reach across the UK and Ireland. SiMBA exists to support families and those close to them whose baby has died at any stage of pregnancy or around the time of birth. SiMBA supports anyone who has lost a baby no matter how recent, or how long ago the loss was. SiMBA donates our precious Memory Boxes to maternity and gynaecology wards, neonatal units and hospices so that families can ideally be offered a Memory Box at the time of their loss, using their Memory Box to honour their baby and where possible, create memories of precious time spent together.

SiMBA also refurbishes Family Rooms in hospitals, installs memorial 'Trees of Tranquillity' and by the Trees holds memorial events such as Butterfly Releases. SiMBA holds annual Wave of Light services during Baby Loss Awareness Week. SiMBA also aims to offer and enhance support available to bereaved parents through our Safe Space Support Groups and healthcare professional training. At SiMBA we respond to the needs of those affected by the loss of a baby.

## PACKAGE DESCRIPTION

**Office location:** Unit 6&7 Colliery Court, McSence Business Park, Mayfield, Midlothian, EH22 5TA

We have stunning spacious Covid safe offices located in Midlothian which come with parking, therefore having your own transport would be ideal, however, the offices can be accessed via local transport.

**Line Manager:** Deputy CEO

**Term:** Permanent

**Remuneration:** £25k-£27k P.A, annual leave entitlement of 33 days per year, inclusive of public holidays, which increases to 35 days after 2 years' service, Nest Pension

**Hours** This is a full-time post at 37.5 hours per week. Initially you will be working a split of days in the office and at home with a move to being fully office-based as soon as we are able to do so.

**Flexible Working:** Our office is open Monday to Friday, 9-5pm. However, we would be able to consider a little flexibility in these hours in line with the needs of the charity and this being an office-based role.

## JOB INTRODUCTION

Our mission is to respond to the needs of those affected by the loss of a baby through delivery of our core services. We believe that everyone deserves the opportunity to make memories with their baby as well as have ways to remember and honour them for years to come, no matter what stage of their pregnancy or how long ago their loss occurred.

We are looking for an experienced Business Administrator to join our small but growing team, an ambitious individual with excellent communications skills, able to engage with people at all levels. You will be instrumental in the effective organisation of the office environment, supporting the team in achieving operational excellence and high quality across all service delivery areas to all families, volunteers and wider stakeholders.

You will have direct contact with people who have experienced the loss of a baby; parents, family members, friends and colleagues and healthcare professionals who are supporting them. Experience of working with service users and managing the sensitivity around this is desirable. You must be able to work with an empathetic approach and know that you would be comfortable in a bereavement care environment. SiMBA provides strong internal support through our induction processes and regular check ins and external supervision is also available; there are dedicated employees taking care of our support services for you to signpost someone onto.

You will be responsible for providing direct administrative support to the CEO and Deputy CEO as well as being a central point of support for the wider team. This role is required to support SiMBA grow its services and achieve its strategic objectives.

## MAIN RESPONSIBILITIES

### Administration

- Supporting the CEO and Deputy CEO to ensure the smooth day to day running of the charity and quality delivery of our core support services
- Responsibility for incoming communications via enquiries shared inbox and ensuring a timely response or forwarding to the relevant service within the charity
- Deal appropriately with incoming phone calls – support CEO and Deputy CEO taking calls and messages
- Greet visitors to the office and deal with face-to-face enquiries in a sensitive and professional manner
- Day to day management of incoming and outgoing mail – franking and taking to post office
- Book courier for deliveries
- Procurement of services such as franking machine and office equipment
- Maintain and manage the office diary i.e. CEO/Deputy CEO diary commitments, events
- Bookings for team – including travel, conferences and support Deputy CEO with booking staff training
- Support fundraising team in ensuring thank you letters are sent to donors and fundraisers in a timely manner and write other ad hoc correspondence until the fundraising and communications team is established
- Update various databases and prepare reports and compile management information as required i.e. data for board reports
- Maintain the office filing system
- Use of eTapestry CRM system maintaining accurate data

### Policies and Processes

- Review, develop and maintain all office processes, procedures and systems and suggest and implement improvements to enhance the efficient running of the charity
- Take the lead in ensuring all requisite health and safety procedures and policies are in place, ensuring full Health and Safety compliance
- Ensure charity Business Support Policies are reviewed, maintained and updated for relevant current legislation
- Support the Deputy CEO with maintaining efficient administrative systems and processes compliant with relevant legal requirements - ensure all data processing is fully compliant with GDPR obligations – review current practice, enhance procedures

### Office Responsibilities

- Manage day-to-day office activities and ensure that the office operates efficiently and effectively
- Liaise with McSence Business Centre staff for any office needs, maintenance
- Maintain office equipment – photocopier, franking machine, phone system
- Take responsibility for the charity's current and future IT needs and all equipment and furniture within the office
- Manage all office supplies and responsible for ordering/seeking donations of supplies and equipment when necessary
- Undertake other tasks as identified by senior leadership

<b>WORKING ENVIRONMENT</b>	
<p>We foster a positive working environment which promotes employee wellbeing, collaboration, growth and goal attainment.</p> <p>SiMBA is going through an exciting period of growth and we are building our team to further deepen the quality of our core services. We have a strong and supportive team ethos where all members pull together in the interests of fulfilling the charity's objectives.</p> <p>We all take collective responsibility for our culture because we know it has a ripple effect out across our brand. That's why our culture of inclusion at work and our people are at the heart of everything we do.</p> <p>Given the sensitive nature of SiMBA's work it is essential that discretion is exercised, and confidentiality is maintained, with a mature, professional and empathetic approach applied to all areas of work.</p>	
<b>KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED</b>	
<i>Essential</i>	<i>Desirable</i>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• Excellent administration skills, proficient in the use of Microsoft Word, Excel, PowerPoint, Outlook and other IT applications</li> <li>• Excellent people skills</li> <li>• Excellent verbal and written communication skills</li> <li>• Good listener</li> <li>• Able to demonstrate empathy with and sensitivity when interacting with anyone who comes in contact SiMBA</li> <li>• Ability to multitask effectively and excellent organisational skills</li> <li>• Able to manage a diverse and demanding workload</li> <li>• Effective time management skills with an ability to solve problems</li> <li>• Good keyboard skills with attention to detail and accuracy</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> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of eTapestry or similar CRM database</li> <li>• Knowledge of the charity sector</li> <li>• Valid driving licence</li> </ul>
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Relevant qualification in administrative skills i.e. HNC/HND in Business Administration</li> </ul>
<p><b>Experience</b></p> <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>