

Fundraising and Communications Administrator – Job Description

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

Due to the nature of the role, some office working will be essential.

Line Manager: Head of Fundraising and Communications.

Term: Permanent.

Remuneration: £21k-£23k P.A, annual leave entitlement of 33 days per year inclusive of public holidays increasing to 35 days after 2 years' service, and Nest Pension.

Hours This is a full-time post at 37.5 hours per week.

Flexible Working: Our office is open Monday to Friday, 9-5pm, with the opportunity for flexibility as agreed.

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.

At this exciting time of growth at SiMBA, we are looking for a proactive individual with excellent organisational skills and the ability to engage with people at all levels, to join our small but growing team as Fundraising Administrator. You will be instrumental in the effective running of the Fundraising and Communications functions, with responsibility for providing direct administrative support to the Head of Fundraising and Communications as well as being a central point of support for the wider fundraising and communications team. This role will deliver the highest quality supporter care and operational excellence, supporting SiMBA to grow its income and reach, and achieve its strategic objectives.

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. 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.

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MAIN RESPONSIBILITIES

Fundraising and Communications Administration

- Support the Head of Fundraising and Communications to ensure the smooth day to day running of the fundraising and communications functions and provide high quality supporter care.
- First point of contact for all fundraising enquiries through various channels, responding appropriately and with empathy.
- Support the development and implementation of systems to deliver excellent supporter care processes and procedures.
- Work across the team to deliver supporter communications, including using CRM and relevant systems to send newsletters and social media posts.
- Fulfilment of thank you letters to all fundraisers and donors ensuring all processes are followed to meet the best standards of internal and external care.
- Manage merchandise stock and fulfilment to supporters.
- Maintain and manage the fundraising team diary in Outlook.
- Bookings for Fundraising and Communications team – including travel, events, and networking.
- Maintain accurate filing within SharePoint.
- Comply with Fundraising Code of Practice and Data Protection laws.

System Administration

- Support the Head of Fundraising and Communications to maintain all fundraising processes, procedures, and systems, and suggest and implement improvements to enhance the efficient running of the charity.
- Input, maintain and extract accurate information from the CRM system to provide and future-proof excellent supporter care.
- Deliver a high standard of supporter care to supporters using online giving sites such as JustGiving and Facebook, and deliver the associated administration required.
- Support the Deputy CEO and Head of Fundraising and Communications with maintaining efficient administrative systems and processes compliant with relevant legal requirements.

Reporting

- Work with the Head of Fundraising and Communications to produce fundraising and communications reports.
- Develop robust procedures to ensure effective reporting across the department.
- Use CRM and other relevant systems to prepare reports and compile management information as required i.e. data for board reports.
- Create regular financial budget and forecasting reports.
- Provide data analysis to inform fundraising and communications plans and activities.

Communication and Administration

- Actively support good HR practices by utilising policies available in the organisation.
- Promote team working and support the development of a positive working culture.
- Maintain an understanding and familiarity of SiMBA's work.
- Willingness to accept ad hoc work requests as required.
- Undertake other tasks as identified by senior leadership.

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WORKING ENVIRONMENT	
<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>	
KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED	
<i>Essential</i>	<i>Desirable</i>
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Excellent administration skills, proficient in the use of Microsoft Word, Excel, PowerPoint, Outlook, and other IT applications • Excellent organisational skills • Drive for accuracy and excellent attention to detail • Knowledge of administrative systems and data entry • Excellent people skills • Excellent verbal and written communication skills • Able to demonstrate empathy and sensitivity in all interactions • Ability to multitask effectively and excellent organisational skills • Able to manage a diverse and demanding workload • Effective time management skills with an ability to solve problems • Keen to learn, strive for continuous improvement and make a difference • Willing to pull together and 'muck in' as part of a team 	<ul style="list-style-type: none"> • Working knowledge of eTapestry or similar CRM database • Knowledge of the charity sector • Valid driving licence
<p>Qualifications</p>	<ul style="list-style-type: none"> • Relevant qualification in administrative skills
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an administration role • Proven track record of creating, developing, and managing office administrative processes and systems • Experience in a customer focussed environment 	<ul style="list-style-type: none"> • Experience of working within the charity sector and a fundraising and communications setting • Experience of financial procedures

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<ul style="list-style-type: none">• Experience of working with a CRM and relevant procedures	
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