

ABOUT SiMBA

SiMBA is a charity registered in Scotland. 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 precious Memory Boxes to maternity and gynaecology wards, neonatal units, hospices and individuals 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 cherished time spent together.

Across Scotland, our Family Rooms offer families the opportunity to create memories before they prepare to say goodbye to their baby in peaceful and private accommodation; our Trees of Tranquillity are a beautiful place of remembrance to honour a baby who has died.

SiMBA also offers and enhances support available to bereaved parents through our healthcare professional training and education in the workplace.

PACKAGE DESCRIPTION

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

Our office is located in Midlothian which comes with parking, therefore having your own transport would be ideal, however, the offices can be accessed via local transport.

Line Manager: CEO

Term: Permanent

Remuneration: £18,000 (£30,000 FTE), annual leave entitlement of 20 days annual leave per year (33 FTE), inclusive of public holidays pro rata, Nest Pension

Hours This is a part-time post at 22.5 hours per week. It is office based on Tuesday, Wednesday and Thursday when the SiMBA office is open.

Flexible Working: Although the role is primarily Tuesday to Thursday, there is occasional weekend and or evening work required as this is a management level position. This role is part of the Senior Management Team [SMT] and will be required to attend Board Meetings which are at present either on a Saturday or in an evening. The post may also be required to deliver volunteer events which may also be out with office 9-5 hours.

JOB INTRODUCTION

Our Vision

Is through memory making, raising awareness and education we improve the lives of bereaved parents and families affected by baby loss.

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 Office Manager to join our small team to line manage the Support Services Assistant and the Volunteer Team, support the Board, CEO and wider staff team with business administration and office management.

An ambitious individual with excellent communications skills, you will be 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 service delivery across all areas to all families, volunteers and wider stakeholders. You will be responsible for providing direct governance and administrative support to the Board and CEO as well as being a central point of support for the wider team.

You will have direct contact with people who have experienced the loss of a baby; parents, family members, friends, 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.

MAIN RESPONSIBILITIES

Governance Responsibilities

- Act as Company Secretary for the Board – ensure all filings are up to date with our regulators and that our Directors annual declarations are all completed. Ensure that the Members List is accurate and kept up to date
- Ensuring that Board Minutes are drafted efficiently after each meeting of the Board and/or subgroup
- Assist the CEO in preparing the Board papers and servicing the Board
- Develop a calendar of meetings for the Board
- Ensure that all Governance Policies are up to date
- Work with the CEO to ensure that all Directors receive an Induction and all paperwork is completed for new Directors and annually

Leadership & Management Responsibilities

- Line manage the Support Services Assistant role
- Provide support and management to the SiMBA volunteers
- Lead all the volunteer development activities for SiMBA – including corporate volunteer days, volunteer events, individual volunteering, recruiting, training and retaining our volunteers
- Developing ways to reward and recognise SiMBA volunteers
- Developing all the policies, procedures, forms and the H&S practice for best practice in volunteer management
- Be a proactive, creative and supportive member of the SMT – who acts as a positive contributor, good listener, team player and is committed to the vision and purpose of the Charity above themselves

Office Responsibilities

- Manage day-to-day office activities and ensure that the office operates efficiently and effectively
- Lead a review of the current office layout, systems and filing and repurpose and tidy – move to digitisation and cloud based systems like Breathe HR
- Lead and manage the purchase, implementation and training for all staff on any new CRM or cloud based system the organisation requires to improve its core efficiency
- Liaise with McSence Business Centre staff for any office needs and maintenance
- Take the lead in ensuring all requisite Health and Safety procedures and policies are in place, ensuring full Health and Safety compliance
- Ensure all data processing is fully compliant with GDPR obligations – review current practice, enhance procedures
- Maintain office equipment – photocopier, franking machine, phone system, IT equipment, maintain an asset register
- 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
- Develop and maintain processes in our CRM system that support the wider team and all of our core service deliveries.
- Cover basic finance processes in the absence of Finance Officer

Administration

- Supporting the CEO to ensure the smooth running and the quality delivery of our core support services
- Provide the Support Services Assistant with stock ordering and monitoring for our Memory Box service
- Deal appropriately with incoming phone calls – support Staff Team taking calls and messages
- Update and manage the various databases and prepare reports and compile management information as required i.e. data for board reports

- Support the SMT and Board with organising all meetings and preparing the minutes
- Support the CEO with administration
- Manage the IT contract and liaise with all IT and technical suppliers to ensure the office runs smoothly and efficiently

Wider Team Support

- Responsibility for incoming communications via enquiries shared inbox and ensuring a timely response or forwarding to the relevant service or staff member within the charity
- Greet visitors to the office and deal with face-to-face enquiries in a sensitive and professional manner
- Volunteer management – support our Support Service Assistant in maintaining volunteer records, manage welcome volunteers in office and set up all volunteer procedures (i.e. contracts, disclosure agreements, GDPR compliant policies etc.)
- 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 team office diary and CEO diary commitments and events
- Manage bookings for team – including travel and conferences
- Supporting Fundraising team with depositing banking (cash/cheques received)
- Maintain the office filing system on SharePoint
- Use of eTapestry CRM system maintaining accurate data
- Manage and review the office filing system

Health & Safety

- Be the H&S lead for the office
- Manage the H&S and ensure compliance of H&S and Fire Safety regulations for all the Memory Box activities and the volunteer management
- Lead on H&S training, Fire Safety training and awareness, manual handling and provide a H&S report to the CEO & Board
- Report on Accidents and near misses
- Be a qualified First Aider and to have completed (or willing to complete) the IOSH Managing Safely course
- To be able to write fire safety and office safety risk assessments

Policies and Processes

- Maintain all office processes, procedures and systems and suggest and implement improvements to enhance the efficient running of the charity
- Ensure Charity Policies are reviewed, maintained and updated with relevant current legislation
- Support the CEO and Head of Fundraising 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 and enhance procedures

WORKING ENVIRONMENT

We foster a positive working environment which promotes employee wellbeing, collaboration, growth and goal attainment. We have a strong and supportive team ethos where all members pull together in the interests of fulfilling the Charity's objectives. 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. 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. The role may require you to undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.

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 • Working knowledge of eTapestry or similar CRM databases • Knowledge of Stock Management systems and processes • Knowledge of Cloud based HR and H&S systems like Breathe HR • Excellent people skills • Excellent verbal and written communication skills • Good listener • Able to demonstrate empathy with and sensitivity when interacting with anyone who comes in contact SiMBA • 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 • Good keyboard skills with attention to detail and accuracy • Keen to learn, strive for continuous improvement and make a difference • Knowledge of volunteer development and management • Willing to pull together and 'muck in' as part of a team 	<ul style="list-style-type: none"> • Knowledge of the charity sector • Valid driving licence • Working knowledge of e-tap or similar CRM Database.
<p>Qualifications</p> <ul style="list-style-type: none"> • Relevant qualification in administrative skills i.e. HNC/HND in Business Administration or equivalent 	<ul style="list-style-type: none"> • IOSH Managing Safely course • First Aid Qualification
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an office management and administration role • Experience of line management and being part of an SMT • Proven track record of creating, developing and managing office administrative processes and systems 	<ul style="list-style-type: none"> • Experience of working within the charity sector • Knowledge of Governance and Company Secretary Duties • Experience of working with Committees or Boards