

<b>Department:</b>	Affiliate Development
<b>Responsible to:</b>	Fundraising Operations & Administration Manager
<b>Location:</b>	Glasgow
<b>Contract length:</b>	Permanent

## Our vision

That every child receives one daily meal in their place of education and that all those who have more than they need, share with those who lack even the most basic things.

## Our mission

To enable people to offer their money, goods, skills, time, or prayer, and through this involvement, provide the most effective help to those suffering the effects of extreme poverty in the world's poorest communities.

## Our values

Confidence in the innate goodness of people – respect the dignity of every human being and family life – good stewardship of resources entrusted to us.

## Job purpose

The purpose of this role is delivery of efficient and timely services across a number of areas in a fast-paced organisation including administration of key fundraising operations, use of our supporter database, organising and coordinating travel (UK and international), providing general office support within

## Key activities

### Fundraising Operations

- To assist with the administration of the MMI supporter database Salesforce, including logging donations and supporter data
- To assist with the administration of the fundraising campaign 'Sponsor A School' and related website activities and email enquiries around this
- To contribute to projects as required and work collaboratively with colleagues across MMI

### Administration

- To arrange and coordinate all aspects of domestic and international travel for MMI colleagues as well as accommodation bookings
- To support colleagues in arranging and coordinating both in-house and external events: International Conference and other events
- To support the distribution of general information to colleagues and contacts to ensure good governance and communication flow within the charity (Data downloads to affiliates on donations, supporter consents updates and fundraising project page status updates)
- To answer general supporter email enquiries via Facebook messenger, 'Hello' mailbox and website generated contact us enquiries
- To manage stock and orders of office stationery as well as sort mail and make courier arrangements for documents and parcels
- To support visitor arrangements (book meetings, coordinate planning of events & itineraries, send directions, hotel and travel bookings)

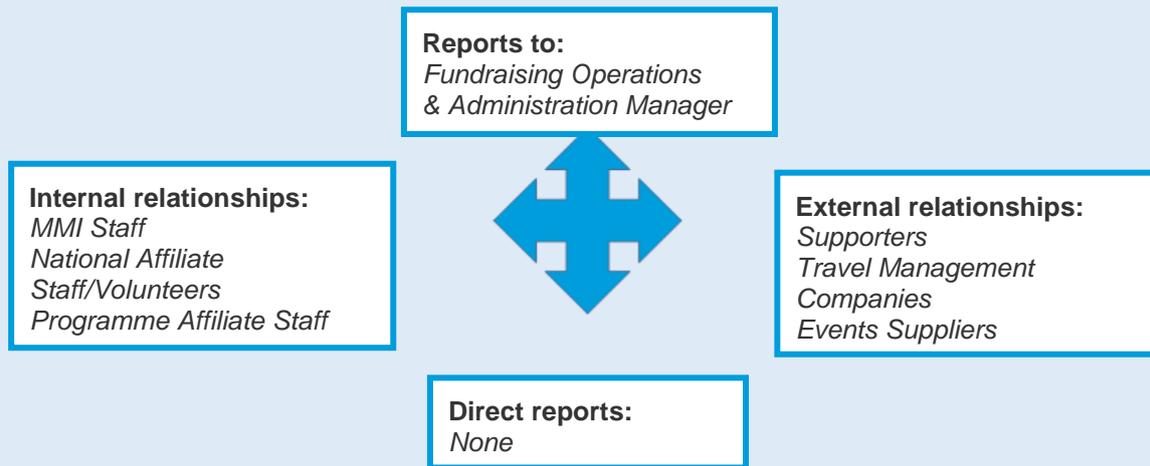
### Other

- To identify and escalate, to the relevant colleague in the leadership team, any potential impediments and solutions to progressing agreed activities

## Other

You may be required to travel to Mary's Meals national affiliates organisations as required.

## Key relationships



Qualifications, skills and experience	Essential	Desirable
Degree level education, relevant SVQ or SQA Qualifications or equivalent professional experience in an administrative/operational support function.	✓	
Previous office/admin experience	✓	
Excellent communication skills, both written and verbal	✓	
Excellent organisational and time management skills	✓	
Strong Microsoft Office skills including Excel, Word and Outlook	✓	
Ability to work well as part of a team	✓	
Ability to work on own initiative and organise and prioritise personal workload, and suggest process improvements	✓	
Ability to work under pressure	✓	
Attention to detail together with the flexibility to prioritise conflicting demands	✓	
Cultural sensitivity and the ability to work effectively with wide range of people in different countries and settings	✓	
Experience using databases for data entry and reporting	✓	
Vocational attitude and commitment to the aims of Mary's Meals	✓	
Previous experience organising international travel		✓

## Mary's Meals International team member competencies

All Mary's Meals International employees approach their role in line with the 7S competency model.

<b>Self</b>	<ul style="list-style-type: none"> <li>• I demonstrate resilience</li> <li>• I lead by example</li> <li>• I'm authentic and true to Mary's Meals values</li> <li>• I develop myself and set stretching goals</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>• I have a vocational attitude to my work</li> <li>• I inspire hope in others</li> <li>• I build belief that even difficult challenges can be solved</li> <li>• I am committed to serving and enabling all who want to be part of the global movement</li> <li>• I work to ensure our future will be even better than our past</li> </ul>
<b>Simplicity</b>	<ul style="list-style-type: none"> <li>• I communicate effectively</li> <li>• I follow clear decision making criteria</li> <li>• I create plans that are easy to follow and contribute to organisational goals</li> <li>• I embrace inclusivity and diversity</li> <li>• I focus on delivering results</li> </ul>
<b>Stewardship</b>	<ul style="list-style-type: none"> <li>• I pay attention to the things that matter – (a) our physical resources; (b) our people</li> <li>• I nurture, develop and respect our relationships with external stakeholders</li> <li>• I deliver on my promises</li> <li>• I am happy to be held accountable and to hold others to account</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• I have a point of view about the future</li> <li>• I know our stakeholders and see our priorities clearly</li> <li>• I help others to work in ways that have the greatest impact</li> <li>• I work to deliver my objectives</li> </ul>
<b>Strengthen</b>	<ul style="list-style-type: none"> <li>• I contribute to a positive work environment</li> <li>• I help and support those around me</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• I maintain my technical competence</li> <li>• I contribute to the success of my team</li> <li>• I am accountable</li> <li>• I embrace change</li> </ul>

## Changes to the job description

As the organisation evolves, job descriptions may need to be reviewed and if appropriate, changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of preparations for the annual Personal Development Review.