

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: £18-21k 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 under the current covid restrictions.

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 junior administrative assistant to join our small but growing team, an organised individual with excellent communications skills, able to engage with people at all levels. You will be responsible for providing direct administrative assistance to the Service Managers, instrumental in the effective administration of our core support services including our Memory Boxes, Family Rooms, Trees of Tranquillity and Safe Space Support Groups.

This role is required to support SiMBA grow its services and achieve its strategic objectives for operational excellence and high quality across all service delivery areas to all families, volunteers and wider stakeholders. If you are detailed focussed, passionate about supporting the team to deliver the highest quality of care, and can work in a fast-paced environment, then this is the role for you.

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.

MAIN RESPONSIBILITIES

Administration Memory Boxes

- Book in all Memory Box orders to courier website
- Update Memory Box Stock sheet and database
- Assist with incoming deliveries of stock
- Logging feedback cards
- Run reports from the CRM system to support Memory Box distribution and update
- International shipping and paperwork
- Prepare letters for hospitals and individual Memory Box requests

Administration Support Groups

- Schedule all zoom Safe Space Support Groups and send links to facilitators
- Advertise weekly Safe Space Support Groups on social media using hootsuite
- Use whatsapp and email to liaise with facilitators to ensure cover for every Safe Space Support Group
- Keep records of support group attendees
- Liaising with support group venues

Administration Family Rooms and Trees

- Undertake administration for Trees of Tranquillity including; sending out new leaves, logging leaves received in the office, collating leaves to be added to Trees and logging photos once leaves attached
- Updating the CRM system and running reports to support Trees administration
- Support Service Delivery Lead to send out invitations and communications and help co-ordinate responses
- Provide support to service lead when a new Tree is being installed

Administration Volunteers

- Support set up of Volunteer room each day – liaise with service leads to see what tasks/items are required.
- Ensure Volunteer hours are recorded & relevant paperwork is completed
- Record all volunteers on eTapestry
- Use outlook calendar to book in volunteers

General Administration

- Support Business Administrator with franking mail & take to post office
- Help keep team office, volunteer room and storage area tidy
- Monitor Facebook Craft Group update when items are required. Approve posts & Members
- Record all items of knitting received and issue thank you letters
- Assist all service leads with regular mailshots, mass emails and newsletters
- Adhoc administrative duties as required

WORKING ENVIRONMENT

We foster a positive working environment which promotes employee wellbeing, collaboration, growth and goal attainment. 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.

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.

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 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 • 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 i.e. HNC/HND in Business Administration
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an administration role • Proven track record of providing administrative support to a team 	<ul style="list-style-type: none"> • Experience of working within the charity sector