



mary's  
meals

a simple solution  
to world hunger

**Recruitment pack for:**

**Supporter Care Fundraising Assistant**

**Mary's Meals UK**

**October 2022**



happy to  
talk flexible  
working

mary's  
meals

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# Welcome from our Executive Director

Thank you so much for your interest in joining the Mary's Meals family. As you consider making an application for the role of Supporter Care Assistant with Mary's Meals UK, I hope you find this pack helpful, encouraging, and exciting.

In joining Mary's Meals UK, you would become part of a global movement of people who will simply not accept that any child should go hungry in this world of plenty. We are passionately driven by our simple belief that every child in the world deserves an education – and enough to eat.

From small beginnings feeding just 200 Malawian children in 2002, we are now reaching 2,279,941 children across 20 programme countries (including Malawi, Liberia, Zambia, Haiti, South Sudan, and Syria) with a nutritious daily meal in school.

This meal not only meets the immediate needs of the hungry child, but it attracts children to the classroom, where they can gain an all-important education. And we firmly believe that the children who are receiving Mary's Meals today can grow up – better nourished and better educated – to become the men and women who will lift their communities out of poverty and end their reliance on aid.



None of this would be possible without the incredible generosity of our supporters all over the world, who give freely of their time, money, skills, and prayer. In Malawi alone, we have 80,000 volunteers who rise early each day to serve Mary's Meals to children in their community.

And, across Mary's Meals' dozen or so 'national affiliate' countries, in which we raise awareness and funds for our work (including the UK, USA, Austria, Germany, Ireland, Croatia and Canada), thousands of people amaze and inspire us every day with their 'little acts of love', spreading the word about Mary's Meals in their local communities and raising money to feed more children.

The UK, where we received the first-ever donations for our work, remains the country in which Mary's Meals raises the majority of its funds. And Mary's Meals UK, the organisation I am privileged to lead is responsible for continuing to tell our story across Scotland, England, Northern Ireland and Wales; engaging and inspiring more and more UK volunteers and donors; and driving forward the unrelenting growth of the Mary's Meals movement on these shores.

We do this while working very closely and collaboratively with our colleagues at Mary's Meals International, the organisation which co-ordinates the global movement and directly manages our school feeding programmes.

The Supporter Care Assistant will deliver an efficient and reliable supporter care and reception service to Mary's Meals' donors and supporters to support with the growth of the supporter journey experience. Remaining knowledgeable on any Mary's Meals development will be a key part of sharing this message to ensure supporter engagement.

With more than 64 million children out of school around the world and a further 73 million attending school so hungry, they're unable to concentrate and learn, our work is only just beginning. Will you play a crucial part in shaping the future of Mary's Meals UK and, with it, the lives of so many people who both contribute to and benefit from this incredible work of love, joy, and hope?

I look forward to hearing *your* story.



**Daniel Adams**  
**Executive Director, Mary's Meals UK**

- **Our vision** is 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** is 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.





- We have confidence in the innate goodness of people.
- We respect the dignity of every human being and family life.
- We believe in good stewardship of the resources entrusted to us.

View Mary's Meals' full statement of values here: [Statement of Values](#)

Mary's Meals is a global movement that sets up school feeding projects in some of the world's poorest communities, where poverty and hunger prevent children from gaining an education.

Our idea is a simple one that works. We provide one daily meal in a place of learning in order to attract chronically poor children into the classroom, where they receive an education that can, in the future, be their ladder out of poverty.

The Mary's Meals campaign was born in 2002 when Magnus MacFarlane-Barrow, from Dalmally in Argyll, visited Malawi during a famine and met a mother dying from AIDS. When Magnus asked her eldest son Edward what his dreams were in life, he replied simply: "I want to have enough food to eat and to go to school one day."

That moment was a key part of the inspiration which led to the founding of Mary's Meals, which began by feeding just 200 children in Malawi in 2002. Today, 20 years later, we feed 2,279,941 hungry children every school day across four continents. The average worldwide cost for us to feed a child for a whole school year is just £15.90.

Where Mary's Meals is provided, there is a rise in school enrolment, attainment and attendance. Wherever possible, Mary's Meals uses locally grown food to support the local economy and help smallholder farmers.

We work extremely hard to keep our running costs low and to ensure that at least 93% of donations goes directly on our charitable activities. This is only possible because most of our work is done by an army of dedicated volunteers all over the world, who carry out lots of little acts of love on behalf of Mary's Meals.

Having been inspired, in part, by our founder's Catholic faith, this work is named in honour of Mary, the mother of Jesus, who brought up her own child in poverty. We consist of, respect and reach out to people of all faiths and none.

Counting on support from around the globe, Mary's Meals has registered national affiliate organisations, which raise awareness of our work, in 20 countries around the world. Funds raised by affiliates, including from Mary's Meals UK, are passed to Mary's Meals International, the organisation which co-ordinates our movement and directly manages the delivery of our school feeding programmes.



## Mary's Meals Network

### National Affiliates

 <b>Australia</b> Independent Affiliate	 <b>Austria</b> Independent Affiliate	 <b>Bosnia-Herzegovina</b> Branch of MMI	 <b>Canada</b> Independent Affiliate	 <b>Croatia</b> Independent Affiliate
 <b>Czech Republic</b> Independent Affiliate	 <b>France</b> Independent Affiliate	 <b>Germany</b> Independent Affiliate	 <b>Ireland</b> Independent Affiliate	 <b>Italy</b> Independent Affiliate
 <b>Poland</b> Independent Affiliate	 <b>Spain</b> Independent Affiliate	 <b>Switzerland</b> Independent Affiliate	 <b>United Kingdom</b> Independent Affiliate	 <b>United States</b> Independent Affiliate



**Mary's Meals International (MMI)**



### Programme Affiliates

 <b>Kenya</b> Branch of MMI	 <b>Liberia</b> Branch of MMI
 <b>Malawi</b> Subsidiary of MMI	 <b>Zambia</b> Subsidiary of MMI

### Fundraising Groups

 <b>Belgium</b> International Fundraising Group	 <b>Slovakia</b> International Fundraising Group
 <b>Hong Kong</b> International Fundraising Group	 <b>Slovenia</b> International Fundraising Group
 <b>Netherlands</b> International Fundraising Group	
 <b>Portugal</b> International Fundraising Group	

### Programme Partners

 <b>Benin</b> Soeurs de Marie de la Médaille Miraculeuse	 <b>Ecuador</b> Fundación Cristo Misionero Orante	 <b>Ethiopia</b>	 <b>Haiti</b> Hands Together, BND, Caritas Hinche, Summits Education	 <b>India</b> BREAD
 <b>Kenya</b> Caritas Lodwar	 <b>Lebanon</b> Dorcus	 <b>Madagascar</b> Grandir Dignement, Feedback Madagascar, Money For Madagascar	 <b>Malawi</b> Missionary Community of Saint Paul the Apostle	 <b>Myanmar</b> Episcopal Commission for Education
 <b>Niger</b> Grandir Dignement	 <b>Romania</b> Rhema Foundation	 <b>South Sudan</b> Diocese of Rumbek, Mary Help Association	 <b>Syria</b> Dorcus	 <b>Thailand</b> Living Water Foundation
 <b>Uganda</b> Emmaus Foundation	 <b>Yemen</b> Yemen Aid	 <b>Zimbabwe</b> Mavambo Orphan Care, ORAP		



Mary's Meals UK (or 'MMUK'), a charity registered in Scotland, is the oldest entity in the Mary's Meals family – the original organisation established as Scottish International Relief in the early 1990s, when our founder and global CEO, Magnus MacFarlane-Barrow, first became involved in international aid during the Bosnian Conflict.

Back then, Magnus was a simple salmon farmer who, along with his family, decided to do something to help those who were suffering because of the war.

They relied heavily on the generosity of local people in their village of Dalmally in Argyll, who relentlessly donated food, blankets and other items of aid, which were then stored in the family shed, before being driven out by Magnus to Bosnia-Herzegovina.

Though our largest office is now in Glasgow, that same shed – which continues to be filled, metaphorically at least, with the generosity of our supporters – still serves as the headquarters of Mary's Meals UK to this day.



In January 2015, to recognise the incredible growth of the Mary's Meals movement around the world and to facilitate future growth in new countries, another entity – Mary's Meals International (or 'MMI') – was formed.

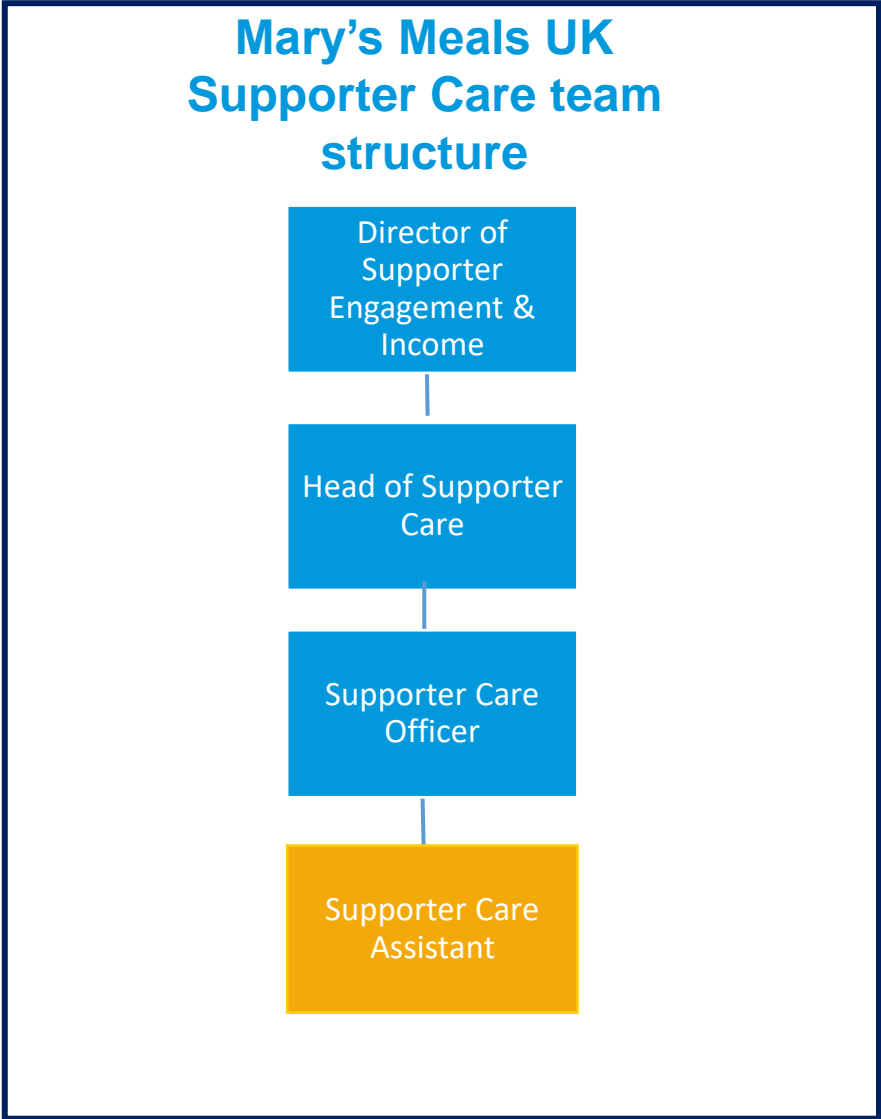
This new organisation assumed responsibility for directly delivering our programmes and for coordinating the growing number of Mary's Meals organisations around the world, aimed at either awareness-raising or programme delivery.

This structural change saw Mary's Meals UK become the global movement's largest fundraising organisation and enabled it to focus even more passionately on its mission to tell our story across Scotland, England, Northern Ireland and Wales, and empower more people to help us reach the next hungry child by offering their money, goods, skills, time or prayer.

Today, Mary's Meals UK raises awareness and funds under the direction of the Executive Director, and through the passion, commitment and dedication of our volunteers and staff, led by the Director of Communications, Director of Supporter Engagement and Income, and the Director of Finance and Operations. The organisation currently has offices in Glasgow, Dalmally and London and offers a flexible working model.



- Role title:** Supporter Care Assistant
- Location:** Office based, Glasgow (working to our hybrid working model)
- Contract:** Full-time, 37.5 hours per week
- Salary:** c. £19,657 - £21,586 per annum
- Benefits:** Flexible working, 34 days' annual leave (including public holidays), and a non-contributory pension with employer contributions of 8%. For more information on what we offer, please visit [our website](#)
- Reports to:** Supporter Care Officer
- Key relationships:**
- Internal: Supporter Engagement team  
Finance team  
Other MMUK teams
  - External: Mary's Meals supporters, donors and fundraisers  
MMI Fundraising Operations



# Duties and responsibilities

## Role overview

The Supporter Care Assistant will maintain a positive and friendly image by acting as the first line of contact to visitors, donors and supporters in person, online and via telephone.

## Principal duties

### Donors, supporters and enquiries

- Respond to all supporter enquiries, requests and gifts received in a prompt, efficient and thoughtful manner within agreed timescales
- Thank donors for their gifts efficiently, within agreed timescales and in a personal manner
- Deal with telephone, email or face-to-face enquiries

### CRM Database

- Enter data onto the CRM database and maintain accurate records of donations, donors' personal information, reports sent and any other data relating to fundraising (both electronic and paper)
- Update the CRM database with details of resources sent to supporters/volunteers adding new supporter records as required

- Process and manage online donations
- Check the data input of others for accuracy
- Ensure information is retained and used in compliance with data protection policy and in line with retention periods

### Supporter Care Administrative support

- Provide the Supporter Care administrative support as required, to support the needs of Mary's Meals
- Prepare mail for posting and manage any mail to be sent out from Glasgow
- Provide administrative support to the Supporter Engagement Directorate by sending out Supporter Engagement materials on request with the support of volunteers

### Management of self

- Participate in personal development reviews including identifying any learning/training needs
- Continue to identify opportunities for own development including keeping knowledge up to date and relevant
- Communicate effectively and accept personal responsibility
- Participate in Mary's Meals monthly gathering, quarterly all staff days and Supporter Engagement meetings

## Essential

- Meticulous, high degree of accuracy and attention to detail
- Excellent written and verbal communication skills
- Ability to manage a diverse workload and juggle multiple priorities, ensuring deadlines are met
- A credible and reliable person who can deal with various different elements of customer service
- Strong organisational and planning skills
- You will have sound experience of working 'hands on' as part of a team, in a supportive, flexible and friendly manner
- Excellent 'customer service' skills on the telephone, in writing and in person
- Strong computer skills including Microsoft Office, Excel, Outlook and database applications
- Excellent interpersonal skills with the ability to liaise at all levels within the organisation and externally

- Commitment to, understanding and sensitive communication of our work and values

## Desirable

- Good demonstratable understanding of the charity sector.
- Experience in the use of Office 365 including SharePoint.
- Experience of online databases.



**All Mary's Meals UK employees approach their role in line with our 7S competency model:**

## 1. Self

- I build and demonstrate resilience
- I lead by example
- I'm authentic and true to Mary's Meals values
- I develop myself and set stretching goals

## 2. Service

- I have a vocational attitude to my work
- I inspire hope in others
- I build belief that even difficult challenges can be solved
- I am committed to serving and enabling all who want to be part of the global movement
- I work to ensure our future will be even better than our past

## 3. Simplicity

- I communicate effectively
- I follow clear decision-making criteria
- I create plans that are easy to follow and contribute to organisational goals
- I embrace inclusivity and diversity
- I focus on delivering results

## 4. Stewardship

- I pay attention to the things that matter most; (a) our physical resources; (b) our people
- I nurture, develop and respect our relationships with external stakeholders
- I deliver on my promises
- I am happy to be held accountable and to hold others to account

## 5. Strategy

- I have a point of view about the future
- I know our stakeholders and see our priorities clearly
- I help others to work in ways that have the greatest impact
- I develop strategy and translate it into action

## 6. Strengthen

- I contribute to a positive work environment
- I support those around me

## 7. Success

- I maintain my technical competence
- I contribute to the success of my team
- I ensure accountability
- I embrace change



## How to apply for this role

To apply for the role of Supporter Care Assistant at Mary's Meals UK, please send a tailored CV and covering letter to: [Jobs@marysmeals.org](mailto:Jobs@marysmeals.org)

Your covering letter should make a compelling case for why you feel motivated to apply for this role within Mary's Meals UK, as well as giving a concise overview of your most relevant skills and experience, and should fill no more than two pages of A4.

## Recruitment timescales

Applications will be reviewed on a continuous basis and interviews arranged accordingly.

**Please note:** If you have any special requirements or adjustments before an interview, please let us know. A second interview stage may be required.

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**Mary's Meals UK**  
Charity No. SC022140  
Company No. SC265941  
Tel: 0141 336 7094

**Dalmally office**  
Craig Lodge  
Dalmally, Argyll  
PA33 1AR

**Glasgow office**  
Unit 6 Claremont Centre  
39 Durham Street, Glasgow  
G41 1BS

**London office**  
13 Hippodrome Place  
Notting Hill, London  
W11 4SF



**“Together, let’s set out on this journey; one step at a time, one meal at a time, one child at a time.”**

**– Magnus MacFarlane-Barrow, Mary’s Meals founder**