

<b>Department:</b>	Growth
<b>Reporting to:</b>	Head of Growth Operations
<b>Contract type:</b>	Permanent

### **Working at Mary's Meals International:**

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

### **Role purpose:**

The purpose of this role is delivery of efficient and timely support to supporters and National Affiliates, across a number of areas including: administration of key fundraising and growth initiatives, use of our supporter database, providing support within Mary's Meals International and liaising with international colleagues where required.

### **Key responsibilities & activities:**

- Work closely with the National Affiliate Relationship Managers to address general enquiries from National Affiliates and supporters.
- 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).
- Assist the line manager and fellow team members when required and provide support in managing Growth Operations processes and other supplementary tasks relating to staff enquiries across Mary's Meals.
- Answer general supporter email enquiries via Facebook messenger, 'Hello' mailbox and website generated contact us enquiries.
- Oversee the process to update supporter and affiliate records on the CRM database, including financial donations.
- Assist with the administration of the MMI supporter database Salesforce, including logging donations and supporter data.
- Oversee and coordinate regular data review and cleansing of CRM and Fundraising Platform.
- Assist with the administration of the fundraising campaign 'Feed A School' and related website activities and email enquiries around this.
- Contribute to projects as required and work collaboratively with colleagues across MMI.
- Support and represent the department on cross-functional projects.
- Provide advice to National Affiliates on system issues and monitor to resolution.
- Identify and implement improvements to process documentation.
- Ensure that the data downloads provided to affiliates are accurate and fit for purpose.

- Work closely with Finance on the processing of purchase orders and invoices for payment to our supplier.
- As we grow as an organisation, you may be asked to take on additional responsibilities either temporarily or long term.

### **Additional information:**

- As part of your role, you may be required to travel to countries where Mary's Meals operates.

### **All MMI employees are expected to undertake the following general duties:**

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.

### **Essential skills & experience required for this role:**

- Ability to work as an effective project team member, leading on specific project tasks as appropriate.
- Experience of data input and analysis (data entry and reporting).
- Ability to produce high quality process documentation.
- Previous administration experience.
- Excellent communication skills, both written and verbal.
- Strong problem-solving skills, with a focus on process improvement.
- Strong Microsoft Office skills including Excel, Word and Outlook.
- Strong relationship management skills and experience of working with internal and external stakeholders.
- 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 a wide range of people in different countries and settings.
- Vocational attitude and commitment to the aims of Mary's Meals.

### **Desirable skills & experience required for this role:**

- Knowledge and understanding of the third sector.
- Ability to deliver, co-ordinate and monitor effective training (new and refresher).

### **Qualifications:**

- Degree level education, relevant SVQ or SQA Qualifications or equivalent professional experience in an administrative/operational support function.

## Mary's Meals 7S Competencies:

As an employee within Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

<b>Self</b>	<ul style="list-style-type: none"> <li>• I build and demonstrate resilience</li> <li>• I lead by example</li> <li>• I am 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 most – (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 develop strategy and translate it into action</li> </ul>
<b>Strengthen</b>	<ul style="list-style-type: none"> <li>• I create a positive work environment</li> <li>• I increase the capabilities of my team</li> <li>• I help people manage their careers</li> <li>• I find and develop next-generation talent</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• I ensure my team is technically competent and always developing</li> <li>• I build high performing teams</li> <li>• I ensure accountability</li> <li>• I am a catalyst for change</li> </ul>

## Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.