



mary's
meals

a simple solution
to world hunger

Recruitment pack for:

Supporter Care Co-Ordinator
Fixed term until October 2024

Hybrid - 3 days in our Glasgow Office
and 2 days working from home

Mary's Meals UK

February 2024



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 Co-Ordinator 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 2,429,182 children across 18 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.



Welcome from our Executive Director

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 Co-Ordinator will be responsible for delivering an excellent Supporter care service to Mary's Meals supporters, donors and colleagues by handling calls and enquiries, processing all donations and fulfilment of fundraising resources and online shop goods.

With more than 67 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.



Matt Barlow
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 over 2.4 million hungry children every school day across four continents.

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 which means that it costs just £19.15 to feed a child with Mary's Meals for a whole school year. 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 18 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

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



Mary's Meals International (MMI)

Programme Affiliates

	Kenya Branch of MMI		Liberia Branch of MMI
	Malawi Subsidiary of MMI		Zambia Subsidiary of MMI

Fundraising Groups

	Belgium International Fundraising Group		Slovakia International Fundraising Group
	Hong Kong International Fundraising Group		Slovenia International Fundraising Group
	Netherlands International Fundraising Group		
	Portugal International Fundraising Group		

Programme Partners

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



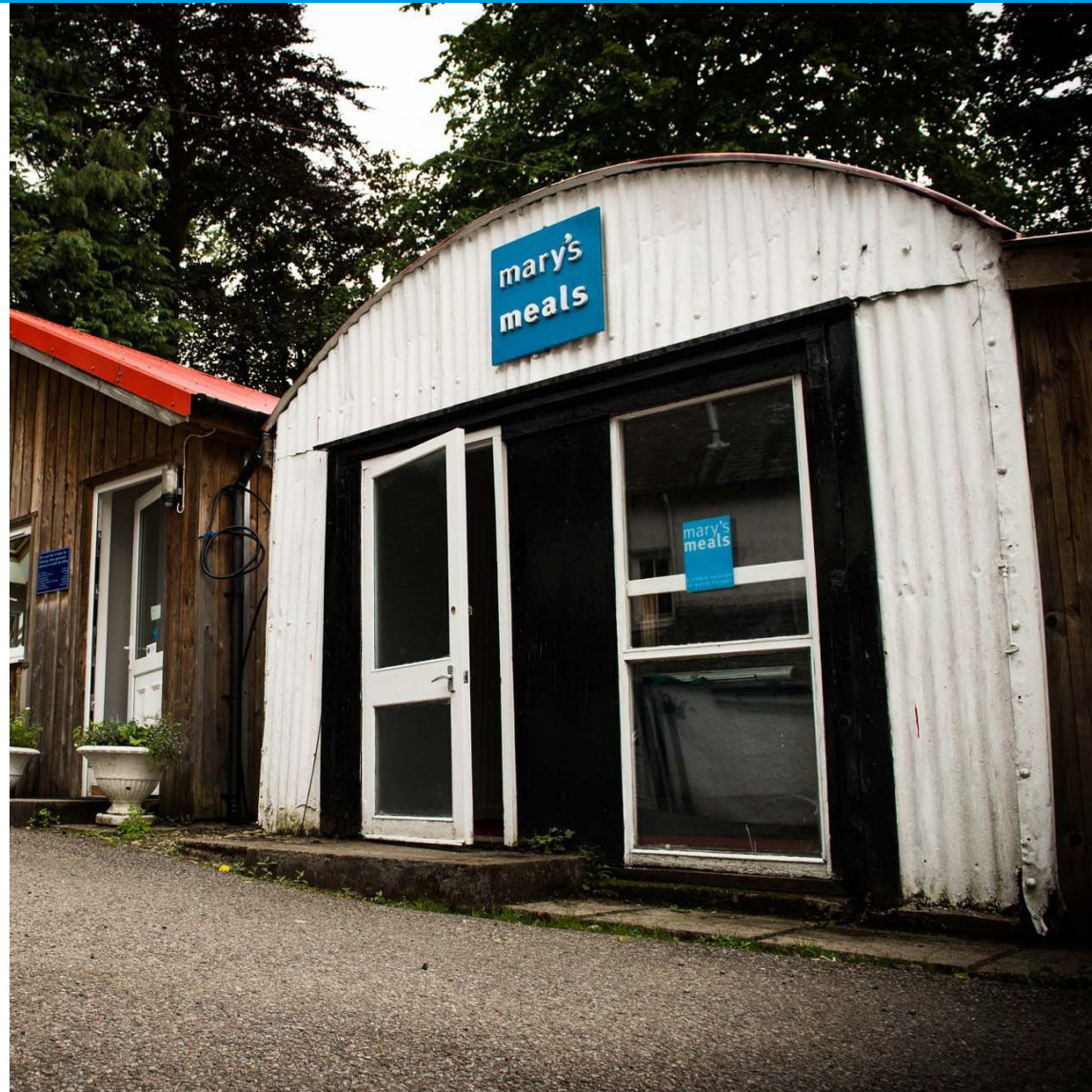
About Mary's Meals UK

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.



About Mary's Meals UK

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.

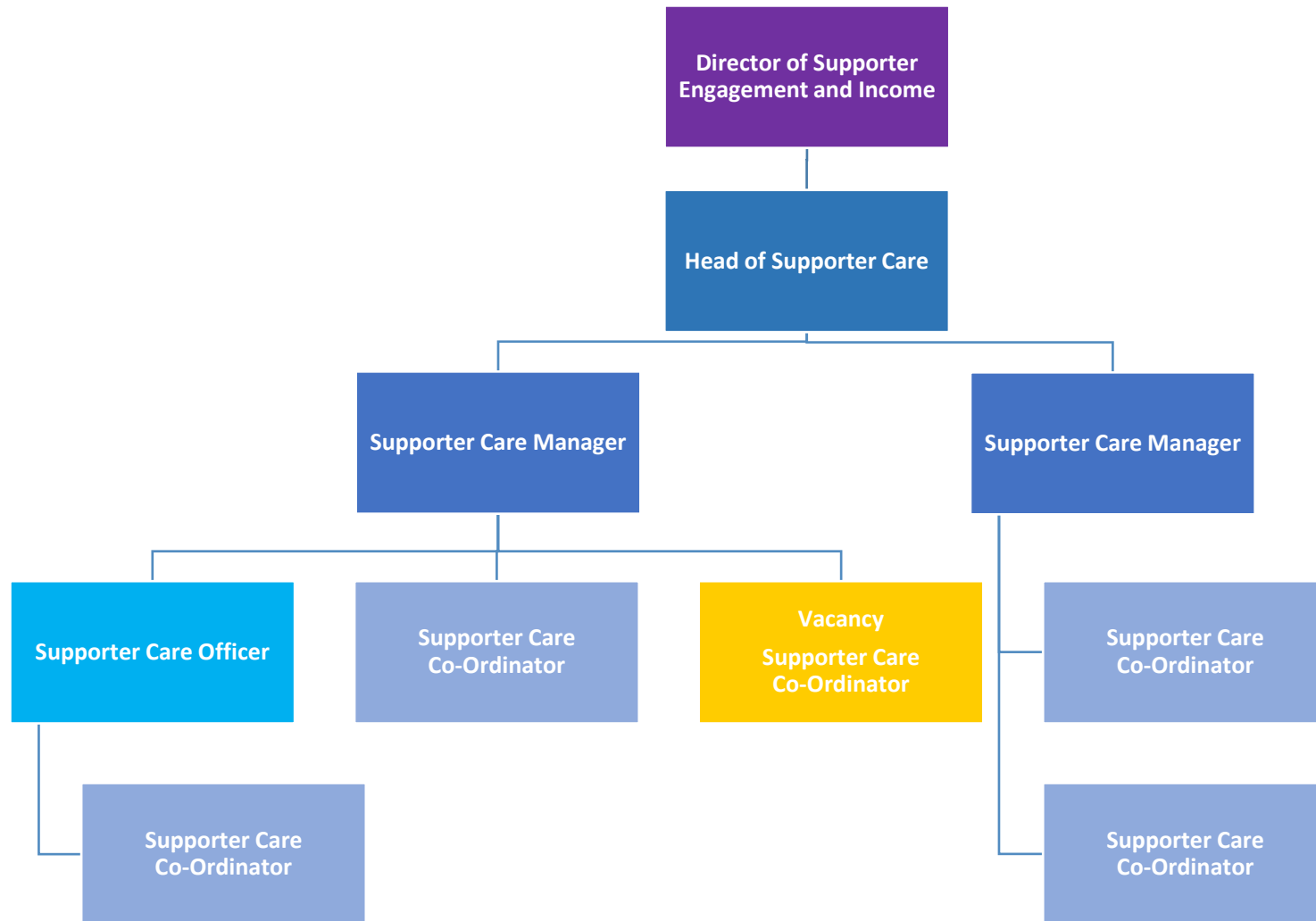
This structural change saw Mary's Meals UK become the global movement's largest fundraising organisation and enabled it to focus even more passionately on its mission to tell our story across Scotland, England, Northern Ireland and Wales, and empower more people to help us reach the next hungry child 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 and London and offers staff a flexible working model.



Reports to:	Supporter Care Manager
Location:	Hybrid - 3 days per week in our Glasgow office (Monday, Wednesday and Thursday) and 2 days per week working from home
Salary:	c. £22,681 - £25,148 per annum
Benefits:	<ul style="list-style-type: none">• Flexible working• 34 days' annual leave (including public holidays)• Non-contributory pension with employer contributions of 8%.• Volunteering and development days• Enhanced maternity and paternity leave• Employee Assistance programme• Life Assurance• Wellbeing support• Cycle to Work scheme
Key relationships	<ul style="list-style-type: none">• Supporter Care Manager• Mary's Meals Supporters, donors and fundraisers• MMI Fundraising Operations• Supporter Engagement team• Finance team• All other MMUK teams





Duties and responsibilities

Role overview:

The role of Supporter Care Co-Ordinator will deliver an outstanding supporter care and reception service to Mary's Meals' donors' and supporters to support with the growth of the movement. Remaining knowledgeable on any Mary's Meals development will be a key part of sharing this message to ensure supporter engagement.

Maintains 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

- Act as an ambassador for Mary's Meals in all interactions, aiming to leave a positive, lasting memory.
- Take donations and thank donors for their gifts in a prompt, efficient and grateful manner, within timescales determined by KPIs.
- Handle all supporter and volunteer enquiries, received via telephone, email, social media, in person and any other method used for supporters to contact Mary's Meals in the future.
- Receive and handle complaints as a first point of contact, in line with the complaints policy, aiming to reach a satisfactory resolution for all parties.

- Be the first point of contact for supporters and volunteers, providing information, advice, and support to maximise income in the most efficient way, across Grassroots, Major Giving and Partnerships and legacy giving, signposting where appropriate.

CRM Database & Administration

- Enter data onto the CRM database and maintain accurate records of donations, donors' personal information, reports sent and any other data relating to donations or fundraising (both electronic and paper).
- Maintain accurate records of supporter interaction on the CRM database and support the use of data to provide insight and inform decision making.
- Update the CRM database with details of resources sent to supporters/volunteers adding new supporter records as required.
- Process, reconcile and manage all donations.
- Ensure information is retained and used in compliance with data protection policy and procedures and in line with retention periods.
- Provide administrative support as required, to the Supporter Engagement Directorate, to support growth.
- Handle all incoming and outgoing mail, including digitising mail for onward distribution.

Duties and responsibilities

- Organise fulfilment and manage stock of Supporter Engagement materials and online shop items with the support of volunteers.
- Administration of 3rd party fundraising platforms and contactless giving.
- Seek out innovative approaches to working, adopting lean processes, and using supporter data to drive performance and supporter experience.

Management of self

- Actively 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 Criteria:

- 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 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 Criteria:

- Good demonstrable 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

Recruitment process information



How to apply for this role

To apply for the role of Supporter Care Co-Ordinator based at Mary's Meals UK, please send a tailored CV and covering letter to: 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.

Applicants must hold full right to work in the UK.

Recruitment timescales

Closing date for applications is Monday 26th February at 12 noon.

Please note: If you have any special requirements or adjustments before an interview, please let us know.



**“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