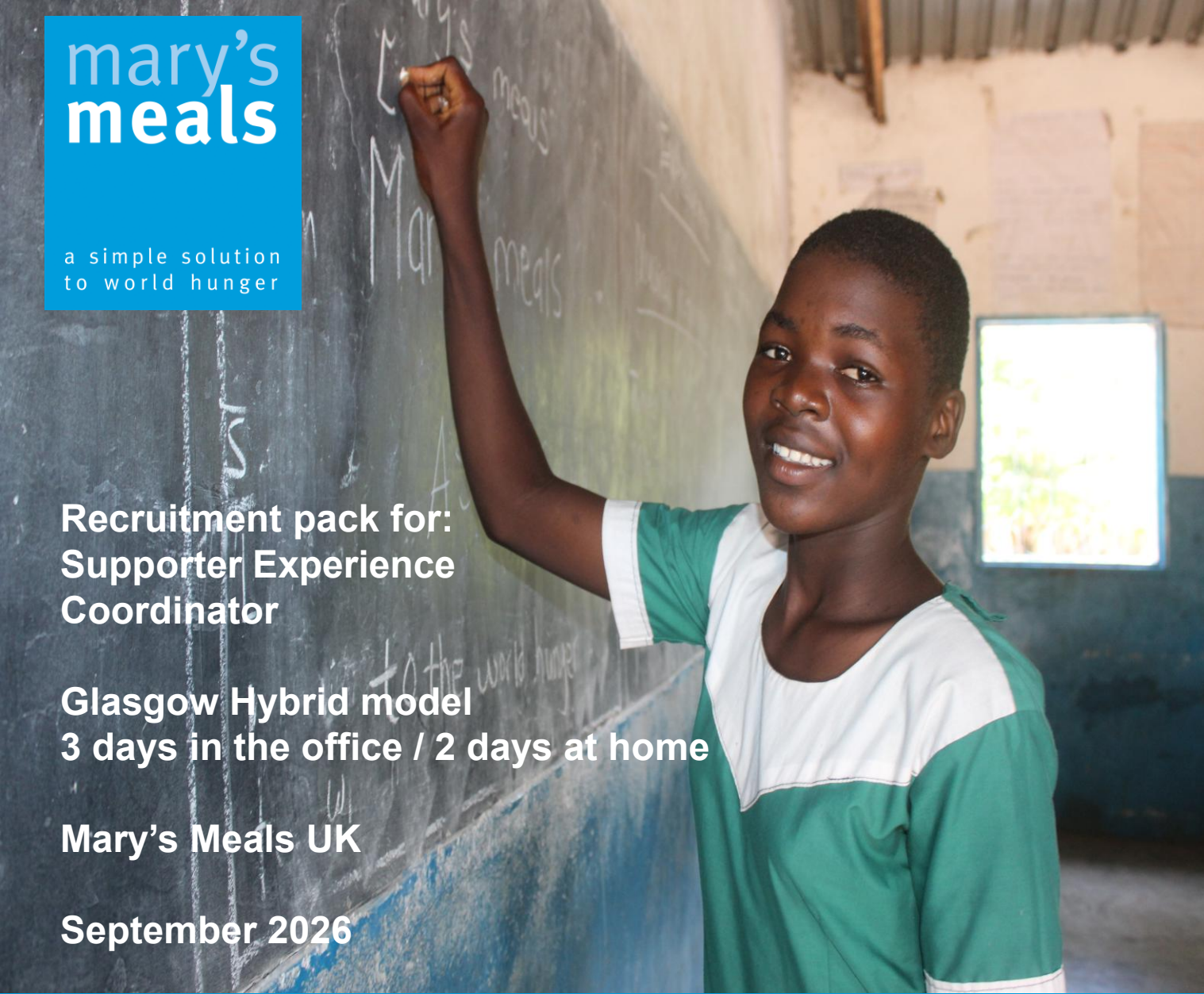




mary's
meals

a simple solution
to world hunger

**Recruitment pack for:
Supporter Experience
Coordinator**

**Glasgow Hybrid model
3 days in the office / 2 days at home**

Mary's Meals UK

September 2026



We're an
**Age-friendly
Employer**

**WE SHOW
THE SALARY
EMPLOYER**



mary's
meals

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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 Experience Coordinator 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 three million children across 16 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.

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.

Welcome from our Executive Director

With more than 78 million children of primary school age out of school around the world, our work has never been more important.

The Supporter Experience Coordinator plays a vital role in delivering exceptional care and communications to our donors and supporters, acting as a key part of their journey from the outset.

This role ensures every interaction – whether in person, online, social media or by phone – is warm, professional, and values-led, helping to build lasting relationships and enhance supporter satisfaction.

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.



A handwritten signature in black ink that reads "Marie Doyle". The script is fluid and cursive.

Marie Doyle
Executive Director, Mary's Meals UK

Reports to:	Supporter Experience Manager
Location:	Glasgow Hybrid model - 3 days in the office and 2 days at home
Salary:	c. £26,809 - £27,748 per annum
Benefits:	• 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



Role overview:

As the first point of contact for supporters, the Supporter Experience Co-ordinator handles enquiries, processes and reconciles donations, and maintains accurate records using our CRM system. Supporting the delivery of supporter communications, materials and platforms, and contributing to a positive supporter experience that reflects the heart of Mary's Meals is all key to the role.

The Supporter Experience Coordinator works side-by-side with colleagues from across the Supporter Experience and Communications directorate ensuring a joined-up approach to all activities, through the integration of strong storytelling, marketing expertise and supporter engagement.

Principal duties:

Supporter Care & Communications

- Act as the first point of contact for donors, supporters, and volunteers across all channels (in person, phone, email, social media).
- Act as an ambassador for Mary's Meals. Deliver warm, professional, values-led interactions that reflect the charity's mission and enhance supporter satisfaction.
- Take donations and thank donors promptly and warmly, meeting response time KPIs.
- Handle enquiries and complaints in line with our complaints policy, with empathy and efficiency, aiming for positive resolutions.

- Collate and provide supporter feedback to the Supporter Experience and Communications team to shape help shape and deliver supporter communications and marketing across all channels, leading to income growth and greater supporter retention.

Data & CRM Management

- Maintain accurate supporter records, donation data and back up documentation in the CRM system.
- Record supporter interactions and resource fulfilment to inform insights and decision-making.
- Ensure data handling complies with GDPR and information is retained and used in compliance with data protection policy and procedures and in line with retention periods.
- Process, reconcile, and manage all incoming donations received online and via post and telephone.

Administration & Operations

- Provide admin support to the Supporter Experience & Communications and Development directorates, to support income generation.
- Manage incoming and outgoing digital and posted mail.
- Manage inventory and communicate stock requirements of supporter materials and online shop items.
- Administer third-party fundraising platforms and contactless giving systems.
- Provide support and supervision of our volunteers in the office.

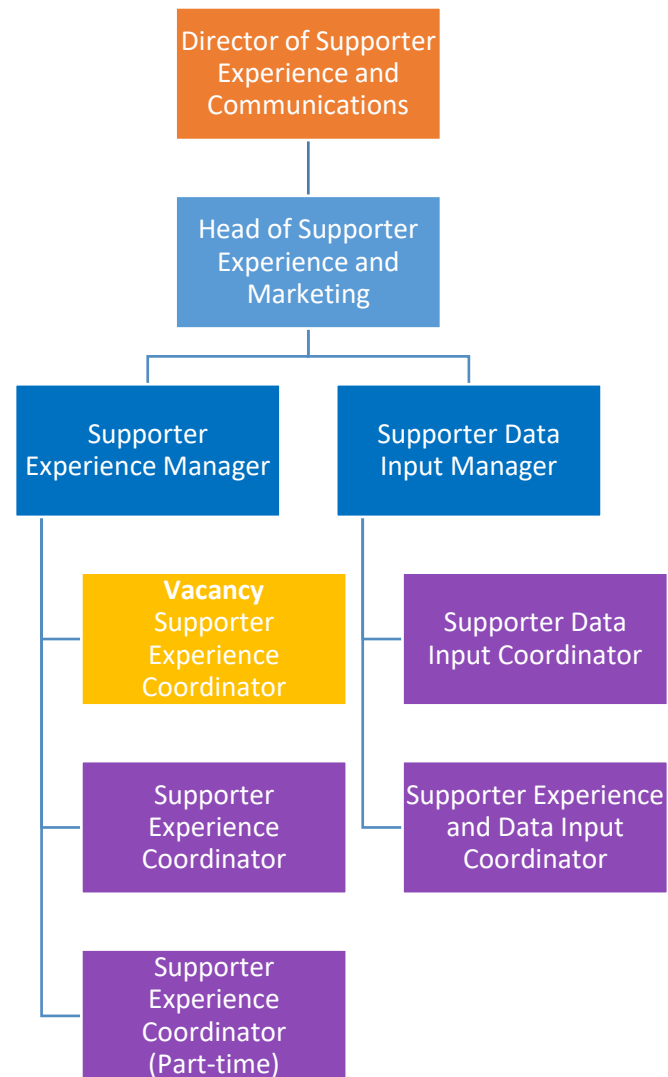
Essential:

- Excellent 'customer service' skills - warm, friendly, clear, and professional across phone, email, social media, and in person.
- Experience of data entry or donation processing.
- Meticulous attention to detail – accurate data entry, record-keeping, and donation processing.
- Strong computer skills including Microsoft Office, Excel, Outlook and database applications.
- Excellent written and verbal communication skills.
- Ability to manage a diverse workload and juggle multiple priorities, ensuring deadlines are met.
- Sound experience of working 'hands on' as part of a team, in a supportive, flexible and friendly manner.
- Strong organisational and planning skills - able to manage multiple tasks, prioritise effectively, and meet deadlines.
- Excellent interpersonal skills with the ability to liaise at all levels within the organisation and externally.

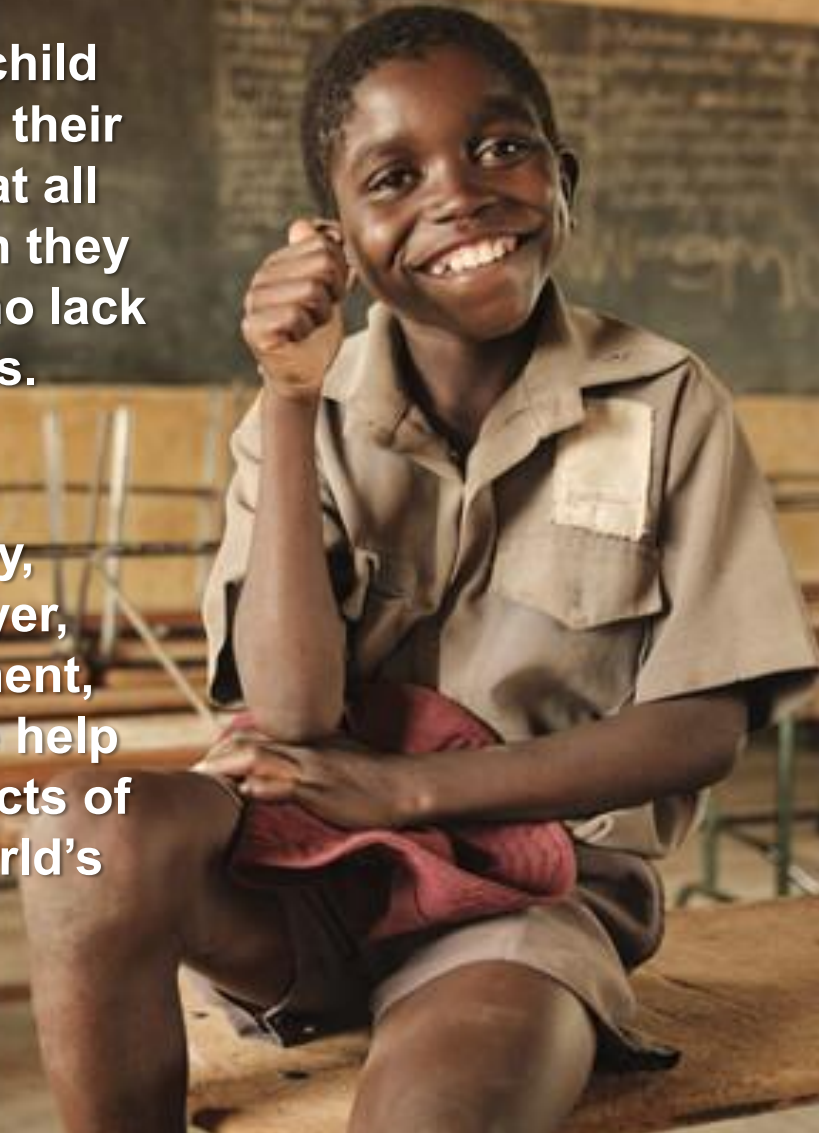
- Passion for working in a values-centred charity that deeply values every supporter.
- Able to build strong internal collaborative relationships with colleagues across different teams.

Desirable:

- Good understanding of the charity sector.
- Knowledge of CRM databases and online fundraising platforms.
- Knowledge of email marketing tools and event websites.
- Understanding of Gift Aid and marketing consent.
- Experience in the use of Office365 including Teams and SharePoint.



- **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 three 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 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		Slovakia Independent Affiliate
	Spain Independent Affiliate		Switzerland Independent Affiliate		United Kingdom Independent Affiliate		United States Independent Affiliate



Programme Affiliates

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

Fundraising Groups

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

Programme Partners

	Benin Sœurs de Marie de la Miséricorde		Ecuador Fundación Cristo Misionero Orante		Ethiopia Daughters of Charity Tigray		Haiti BND Caritas Hérédia, Summa Education		India BREAD
	Kenya Caritas Lodwar		Lebanon Dorcas		Madagascar Grande Opération, Fondation Madagascar, Mary's For Madagascar		Malawi Missionary Community of Saint Paul the Apostle, Tella		Mozambique Mozambique School Lunch Initiative
	South Sudan Mary Help Association		Syria Dorcas		Yemen Yemen Aid		Zimbabwe Mawambo Orphan Care, OCAP		



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.



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 Experience Coordinator based at Mary's Meals UK, please send a tailored CV and covering letter or 2–3-minute video to: Jobs@marysmeals.org

Your covering letter or video 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.

We welcome applications from candidates of all different backgrounds and identities to apply. We are committed to building an inclusive and diverse charity providing a supportive

Recruitment timescales

Closing date for applications is Monday 5th October at 5pm.

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