

Support Services Coordinator (Maternity Cover)

September 2024

Application Information



Welcome

Hello prospective candidate! We are really pleased that you are interested in working with us here at The Lullaby Trust. Let us tell you more about our organisation.

It is a key time to be joining the charity and helping us to continue to save babies' lives and support bereaved families. The charity has been hugely successful, but the work is far from done. The impact of the sudden death of a baby is wide and never goes away, as we know from the families that we support. This drives all our work, across each department. We are a close and friendly staff team who all share passionately in the charity's objectives, vision and values

The Support Services Coordinator is crucial in helping with the administration and data management of the Support and Information team. We are a small and friendly team of 7, who need a coordinator with excellent I.T. and data skills who is keen to put these into practice to directly support bereaved families and the professionals who work with them. This is a great role for someone with excellent organisational skills and a passion for the work of the charity.

Jenny Ward
Chief Executive





About us

The Lullaby Trust is a charity that saves babies' lives and supports bereaved families. Around 3 babies a week still die from sudden infant death syndrome (SIDS) and we are committed to bringing that number down to zero.

Through educating parents on how they can reduce the risk of SIDS and investing over £12million in research, we have played a key role in reducing the number of babies who die from SIDS by 83%, saving the lives of more than 30,000 babies.

Each year we train thousands of health professionals to support parents in sleeping their baby safely. We campaign tirelessly to raise awareness of SIDS and ensure our life saving advice reaches all parents.

The Lullaby Trust supports bereaved families, through our helpline and befriending scheme. Our work with the NHS to provide a Care of Next Infant Programme (CONI) offers a lifeline to bereaved families expecting a new baby.

At The Lullaby Trust, we provide an incredibly supportive working environment that embraces hybrid working, flexible hours, and individually tailored schedules. This empowers you to plan your work life according to your personal preferences and commitments, ensuring a fulfilling and balanced professional experience. If this interests you, we would love to hear from you!



Our Values

CARING

We care about all the people we support and always show compassion, warmth and understanding.

REASSURING

We are supportive, clear, informative and non-judgemental

TRUSTWORTHY

We have expert knowledge based on scientific evidence, data and experience

DRIVEN

We won't stop until no baby dies suddenly and unexpectedly



Our Impact 2022-23

OUR YEAR in numbers



The Role

Post	Support Service Coordinator (Maternity Cover)
Location	Home based/hybrid. We are open to applicants from outside of London, remote working and travelling to London occasionally for events and meetings. We would be happy to discuss this at interview stage.
Department	Support and information
Salary	Up to £29,000 per annum, actual £17,400 (0.6 FTE)
Hours	21 hours per week (3 days) up to a 12 month fixed contract
Responsible to	Head of Support and Information

Main function of job

The Support Services Coordinator role is to assist the team with the coordination and data management of services: Care of Next Infant (CONI) programme, training, information and bereavement support.

The main functions of this role will be

1. To support the team in collating data and statistics, updating databases & webforms, and producing regular reports from these.
2. To be the initial responder for all training enquiries and manage the booking administration.
3. To support the team in arranging training & events for professionals and bereaved families.

Main Duties & Responsibilities



1. To support the team in collating data and statistics, updating databases & webforms, and producing regular reports from these.

- Maintain an up-to-date database and monthly contact list of CONI co-ordinators, champions, team leaders and paediatricians in Raisers Edge and Excel.
- Collate statistics, as required on areas of work within the support services teams and run queries on the relevant databases to support the wider work of the charity e.g. Income and Engagement Team.
- Assist with the annual production of County Feedback to the CONI coordinator teams.
- Assist with the annual Support and CONI Services report and collation of statistics for this.
- Assist with the services' evaluation and impact processes including CONI training, Family Day, bereavement support and befriending service.
- Provide other administrative support to the team as required.

2. To be the initial responder for all training enquiries and manage the booking administration.

- Assist the Training Lead with the development of the Lullaby Trust online platform (upload content, apply changes) and liaise with the external technical web support.
- Manage the training inbox: booking forms, payments, providing links to the training for external users.
- Manage CONI training – as the main contact for all enquiries, process bookings, enrolments, payments, maintain records, troubleshoot any issues, contact the platform administrator for specific user support, provide information and support for all coordinators enrolled on the training, add new learners to RE, send resource packs out to anyone completing initial training.

2. To be the initial responder for all training enquiries and manage the booking administration (continued)

- Liaise with the Finance Team and assist with the Training Platform.
- Arrange and coordinate the live online interactive sessions by adding dates to the training webpage, ensuring the booking forms are up to date and sending out joining instructions before each session.
- Assist with the quarterly live CONI Q&As – process bookings and submitted questions, and troubleshoot any issues on the day.
- Assist with the annual training reports and collation of statistics.
- Assist with the video platform in association with the Lullaby Trust training platform.
- Liaise with external contacts about their organisations training needs by providing them with relevant information as to what is offered and managing large group bookings.
- Enrol all learners onto the training platform and send out joining instructions.
- Troubleshoot any issues that may arise with the platform and escalate to the platform administrator.
- Email certificates once a month following completion of their online training evaluation.

Main Duties & Responsibilities

3. To support the team in arranging training & events for professionals and bereaved families.

- Arrange online CONI meetings and training sessions.
- Assist the Support Team with family day administration and evaluation.
- Assist with the Professional and CONI quarterly newsletter – arranging content and distribution using Mailchimp.
- Assist with the Administration of the Annual York Carol Service.
- Assist with the distribution of resources to professionals
- Ensure all professionals who attend training sessions are added to Raiser's Edge.
- Manage the befriender Helpline rota.



Person Specification

Qualifications/education required:

- Commensurate experience in an applicable role

Competencies required:

- Excellent digital, written and verbal communication skills.
- Confident use of all relevant IT packages and working knowledge of Excel and databases.
- Ability in working with large amounts of data.
- Understanding of the General Data Protection Regulation.
- Ability to maintain confidentiality.
- Highly organised with attention to detail including managing a large amount of data.
- Able to work methodically and enter data accurately.
- Able to manage and communicate status of workload.
- Able to manage competing demands made by others within the role.
- Experience using Raisers Edge or an equivalent database.

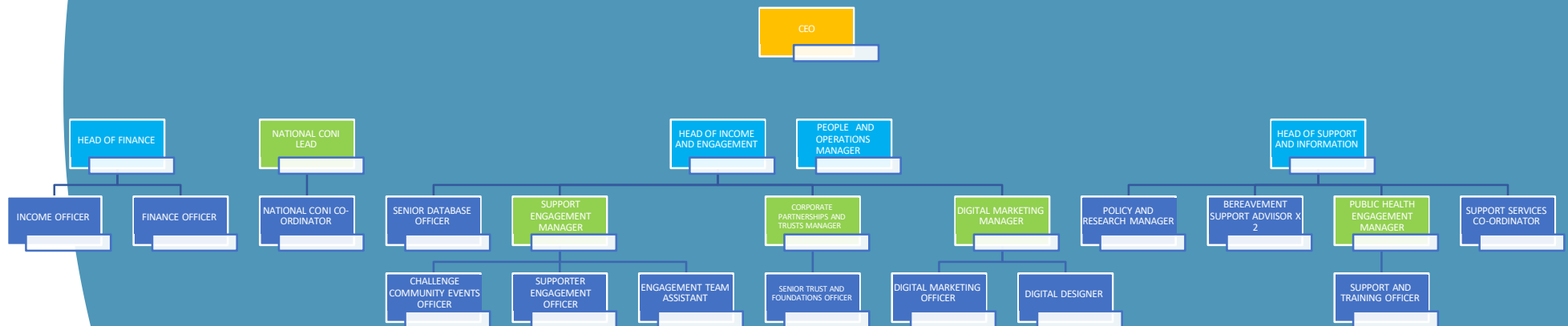
Specialist training required:

- Training will be provided on safer sleep advice and supporting bereaved families.

Personal characteristics required:

- Willingness to adapt to changing priorities.
- Self-disciplined to work in an open office environment and at home.
- Friendly and able to work collaboratively as member of a team.
- Numerate and analytical.
- Empathetic approach to the issue of baby loss.
- Commitment to the organisation's strategic goal to reduce the rate of unexplained infant deaths and to support bereaved families.

Organisational Structure



Key Benefits

- 25 days annual leave plus 8 days paid public holidays every year (pro rata for part time staff)
- Additional leave between Christmas and New Year when the office closes
- Flexible and remote working is available to all staff
- Enhanced company Maternity and Parental Leave
- Any member of Staff affected by loss of a close family member will be granted compassionate leave paid at their normal salary
- Ability to buy up to 5 extra days of holiday
- A company pension scheme with matched contributions of up to 5% after 3 months
- A healthcare cash plan free of charge to all staff, enabling staff to claim 100% of the costs of everyday healthcare up to annual limits
- 24/7 Employee Assistance Programme offers free, confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues
- Long service leave entitlement after 3 years of service
- Up to 1-year unpaid sabbatical leave after 5 years of service
- Free travel loan to work after successful probation
- Free eye-care vouchers after successful probation
- Free will writing service



Removing bias during the recruitment process

- In line with our commitment and desire to build a diverse workplace we have put some processes in place to ensure a fair recruitment process.
- **The Application**
- If written format is not your preferred method of communication, we also offer the opportunity to apply via video recording instead. Simply send us a video recording of yourself answering the key questions on the application form via Whatsapp to 07884666106 and our recruitment team will type them up to maintain your anonymity.
- The recruitment process is blind. When you apply, your personal details are anonymised to avoid any unconscious bias and we use a standardized scoring system to ensure fair shortlisting of candidates for interview.
- Ask our recruitment team any questions or voice any concerns and the team will happily support you in overcoming any barriers that we may have missed.
- **The Interview**
- We will be as flexible as we can to ensure you can attend your interview. We send out any interview tasks you will be asked prior to your interview to give you time to prepare meaningful answers.
- We have a member of the team who is trained in Safer Recruitment on the panel for each interview to ensure a fair and safe process.
- We use a standardised scoring sheet for each interview with pre-agreed criteria based on the Candidate Pack and any tasks. At the end of the interview, each panel member gives their overall score and we take an average of these to reduce any risk of bias.

To Apply

Please **CLICK HERE** to apply.

Applications will close on Monday 23rd September 2024 at 5pm.

Early applications are encouraged as we will review applications throughout the advertising period, and reserve the right to close the advert early should we receive a sufficient number of applications.

Interviews may be held during the advertising period or shortly after the close date.

Please note interviews will be held over Microsoft Teams.

If you have any questions, or would like to discuss your application, please email the People and Operations Manager on jennys@lullabytrust.org.uk

