



Job Description – Charity Administrator

Role Type: Employed / Part-time

Reports to: Chief Executive Officer

Location: Luna's Fund Head Office, Plymouth, Devon, PL6 8LD

Grade F1: £13.47 per hour (rising to £14.59 per hour at Grade F6, pay award pending)

Hours per week: 12 hours per week

Interviews: Wednesday 10th June 2026

(The role and activities are likely to change over time as the charity expands)

1. Role Summary

The Charity Administrator is responsible for providing efficient, accurate, and reliable administrative support to ensure the smooth running of Luna's Fund's operations and services. This role underpins the day to day functioning of the charity, supporting the Chief Executive Officer, Bereavement Specialist, Fundraising Coordinator, Events Coordinator, Trustees, and Volunteers through essential administrative tasks.

2. Key Objectives of the Role

- Maintain organised, accurate, and accessible administrative systems that enable the smooth delivery of Luna's Fund current and future services, ensuring records, documentation, and processes are consistently up to date.
- Provide timely, compassionate, and professional communication with families, partners, clinicians, suppliers and stakeholders, ensuring enquiries are managed efficiently and information is shared appropriately.
- Support the operational, governance, and logistical needs of the charity, including scheduling, documentation, data management, financial administration, and preparation for meetings or events.
- Uphold confidentiality, safeguarding, and data-protection standards at all times, ensuring sensitive information is handled with care and in line with legal and organisational requirements.
- Contribute to continuous improvement by identifying opportunities to streamline processes, enhance efficiency, and support the charity's growth and evolving service needs.
- Ensure consistent coordination across the team, enabling the CEO, Bereavement Specialist, Fundraising Coordinator, Events Coordinator, Trustees, and Volunteers to work effectively and deliver high-quality support to families.



3. Core Responsibilities

a. Administrative & Operational Support

- Maintain, update, and organise internal databases, case-management systems, and service logs to ensure accurate, accessible records.
- Coordinate Luna's Fund services (e.g. getaway breaks, scan bookings, deliveries) by preparing documentation, confirming arrangements, monitoring timelines, and tracking progress through to completion.
- Prepare, file, and maintain paperwork, digital documents, and service records in line with charity procedures.
- Assist with coordinating meetings, appointments, internal planning sessions, and diary management for the team.
- Support day-to-day operational tasks to ensure the smooth running of services, events, and administrative workflows.

b. Communication & Correspondence

- Draft, proofread, and send routine correspondence to families, partners, clinicians, suppliers and stakeholders, ensuring clarity, professionalism, and compassion.
- Support the Chief Executive with preparing reports, letters, presentations, and administrative documents.
- Maintain consistent, organised communication channels across the charity, ensuring messages are logged, followed up, and actioned appropriately.
- Respond to enquiries in a timely, sensitive, and informative manner.

c. Financial & Resource Administration

- Process invoices, receipts, purchase orders, and expense claims in accordance with charity procedures and financial controls.
- Maintain accurate financial logs for service delivery, including scan payments, getaway costs, and project-related expenses.
- Support the preparation of simple financial summaries or reports for Trustees, funders, and internal planning (non-technical).
- Track stock levels and resources required for service delivery, events, and operational activities.

d. Governance & Compliance

- Assist with maintaining up-to-date policies, procedures, governance documents, and compliance records.
- Support the preparation of trustee meeting papers, agendas, minutes, and follow-up actions.
- Ensure all administrative processes comply with GDPR, safeguarding requirements, and internal data-protection standards.
- Maintain accurate logs of mandatory training, policy reviews, and governance deadlines.

Luna's Fund

'Love & Unity for Neonates And Stillborns'



e. Data Management

- Maintain accurate, confidential records of family support, service usage, referrals, and outcomes.
- Ensure all data is stored securely, consistently, and in line with charity policies and legal requirements.
- Support the collation and organisation of monitoring and evaluation data for reporting to Trustees, funders, and partners.
- Assist with generating simple data summaries to support decision-making and service development.

f. Supporting Luna's Fund in the Community

- Support the Chief Executive and Bereavement Specialist by preparing materials, resources, and information packs for meetings, events, and awareness activities across Cornwall.
- Maintain and update contact lists, stakeholder databases, and communication logs to support relationship-building.
- Assist with coordinating the charity's presence at local events, including preparing resources, booking venues, organising logistics, and managing follow-up communication.
- Ensure partners, professionals, and community organisations receive up-to-date information about Luna's Fund services, referral pathways, and support options.
- Help track engagement activity to support ongoing networking and visibility efforts.

4. Role Boundaries

The Administrative Support Officer does not:

- Provide emotional or bereavement support to families.
- Make eligibility decisions regarding services.
- Offer clinical, therapeutic, or crisis support.

The role does:

- Provide administrative support that enables frontline staff to deliver services effectively.
- Communicate with families in a professional, compassionate, and practical capacity.

5. Working Relationships

- Reports directly to the Chief Executive
- Works closely with:
 - Bereavement Specialist
 - Events Coordinator
 - Fundraising Coordinator
 - Trustees
 - Volunteers
 - External partners (e.g., scanning providers, hospitals, charities, community groups)





6. Training & Supervision

- Induction to Luna's Fund systems and processes.
- Mandatory GDPR and safeguarding training.
- Regular supervision with the Chief Executive.
- Opportunities for relevant CPD.

7. Measures of Success

- Accurate and timely completion of administrative tasks.
- Well-maintained records, systems, and communication channels.
- Positive feedback from staff, trustees, and partners.
- Smooth coordination of services and operational processes.
- Effective support for networking and charity visibility in Devon & Cornwall.

Essential Criteria

1. Skills & Abilities

- Strong organisational skills with the ability to manage multiple tasks and achieve deadlines.
- Excellent attention to detail and accuracy in all administrative work.
- Confident using digital tools including email, spreadsheets, cloud-based storage, and basic databases.
- Clear, professional written and verbal communication skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Ability to work independently, prioritise workload, and manage time effectively within allocated weekly hours.
- Ability to follow and develop processes, maintain orderly systems, and keep records up to date.

2. Experience

- Previous administrative experience in a charity, healthcare, education, or similar environment.
- Experience managing email inboxes, enquiries, or customer-facing communication.
- Experience maintaining digital filing systems or databases.
- Experience supporting meetings (e.g. preparing papers, taking minutes, organising schedules).

3. Knowledge

- Understanding of GDPR and data-protection principles.
- Awareness of safeguarding responsibilities in a charity or community setting.
- Basic understanding of financial administration (e.g. processing invoices, logging expenses).

Luna's Fund

'Love & Unity for Neonates And Stillborns'



4. Personal Qualities

- Compassionate, respectful, and aligned with Luna's Fund's values.
- Emotionally mature and able to communicate sensitively with families and professionals.
- Reliable, trustworthy, and consistent in approach.
- Comfortable working within a small team and supporting colleagues proactively.
- Calm and steady under pressure, with a solution-focused mindset.

Desirable Criteria

1. Skills & Abilities

- Ability to create simple reports, summaries, or data extracts for trustees or funders.
- Confidence preparing materials for events, meetings, or awareness activities.
- Ability to support basic social-media or communications tasks..

2. Experience

- Experience working in a small charity or community-based organisation would be an advantage.
- Experience coordinating events, bookings, or stakeholder engagement.
- Experience supporting governance processes (e.g. Trustee meetings, policy updates).

3. Knowledge

- Familiarity with the maternity, neonatal, or bereavement-support landscape.
- Understanding of the challenges faced by families experiencing baby loss or pregnancy after loss.

Other Requirements

- Ability to work flexibly across core 12 hours per week, including occasional evening or weekend tasks during busy periods.
- Ability to travel within Devon and Cornwall if required (e.g. for meetings or events).
- Commitment to ongoing training, including safeguarding and GDPR.

Benefits

- Relaxed working environment
- Potential to work flexibly between home and office after 6 months completed probation
- Pro-rata 28 days holiday pay
- Day off for baby's birthday (for bereaved parents)

