Job Title: Operations & Growth Coordinator

- **Salary:** £30,000 per annum full-time equivalent (FTE) | **Actual Salary:** £12,000 per annum (Pro Rata)
- **Hours:** 15 hours per week (Flexible working pattern to be agreed)
- **Contract Type:** Part-Time, Permanent (Subject to 6 month probation)
- **Location:** Remote with occasional UK based travel for events
- **Reporting To:** Designated Lead Trustee / Chair of Trustees
- **Benefits:** above auto enrolment 4% employer matched pension contribution (with optional salary sacrifice setup), generous pro-rata annual leave allowance plus paid holiday closure during Christmas shutdown, and direct mentoring from experienced Trustees.

About AIMS Charity & The Role

AIMS Charity is dedicated to providing vital peer support, information, and advocacy for patients and their families. As our first paid member of staff, you will play a pivotal role in transforming the ambition and expertise of our Board of Trustees into tangible operational success.

This is a unique opportunity designed for a proactive, highly organised self-starter who wants to build a long-term career in the charity health sector. With 15 hours per week, you will balance administrative coordination with key growth drivers thus helping us expand peer support call take-up, grow income streams (lottery, events, grants, and giving), and amplify our public voice. **As the charity grows, there is direct scope for this role to expand in hours, responsibility, and leadership.**

Key Responsibilities

1. Operations & Trustee Facilitation (Approx. 5 hours/week)

- Act as the central operational contact for AIMS, keeping actions and deliverables moving between Trustee meetings.
- Manage incoming enquiries via general communication channels (email/website)
- Maintain clear digital records, ensuring compliance with data protection (GDPR) and basic reporting frameworks.
- Assist in standardising administrative workflows to maximise the efficiency of Trustee volunteer hours.
- Support the trustees in political advocacy i.e. involvement with MS and Stem Cell APPGs

2. Income Generation & Growth (Approx. 5 hours/week)

- Coordinate administrative logistics for community fundraising initiatives, including the charity lottery and special events.

- Work collaboratively with Trustees to research, prepare data for, proofread, and track grant funding applications.
- Support donor care processes, ensuring prompt acknowledgments and building relationships with supporters.

3. Marketing, PR & Advocacy (Approx. 5 hours/week)

- Plan, schedule, and publish regular social media content promoting peer support services, grant opportunities, and patient stories.
- Collate content and publish the charity's digital newsletter.
- Support traditional PR activities (drafting press releases under Trustee guidance and fielding media enquiries).
- Help drive engagement and visibility for patient support and advocacy campaigns.

Person Specification

Essential Experience & Skills:

- **Self-Starter Mindset:** Proactive with strong initiative; comfortable working independently while knowing when to seek Trustee guidance.
- **Organizational Skills:** Excellent time management and ability to prioritize competing operational demands within a 15-hour week.
- **Communication:** Clear, empathetic written and verbal communication skills tailored for patients, donors, and external stakeholders.
- **Digital Literacy:** Proficiency with core office software (Google Workspace), basic social media platforms, and digital tools (e.g. Canva).
- **Career Ambition:** A strong desire to establish and build a meaningful career within health sector charities.

Desirable:

- Lived experience of or a demonstrated passion for health advocacy and peer support.
- Exposure to small charity operations, fundraising, or volunteer coordination.
- Experience of political advocacy and lobbying activities