



www.maddiesmiracle.org.uk
Specialist Breastfeeding + Perinatal Support

Services Coordinator (Part-Time) – Job Description

About Maddie's Miracle

Maddie's Miracle is a UK-wide charity providing specialist breastfeeding and perinatal support to mothers, parents, and babies. Our services include in-person breastfeeding support groups, online community, one-to-one video sessions and our Breastfeeding Support Bus.

Our mission is to ensure that every family has access to compassionate, evidence-based, non-judgmental breastfeeding support.

Summary of the Role

We are seeking a warm, motivated, highly organised **Services Coordinator** to support and coordinate the delivery of our charity's local and national services.

The ideal candidate will be passionate about breastfeeding, infant feeding, and perinatal health; confident working closely with mothers, babies, families, and volunteers; and able to support our team with empathy, professionalism, and excellent interpersonal skills.

The role is ideally suited to a candidate based in Dorset, as they can provide assistance to our Wednesday morning breastfeeding support group in Bournemouth. However, remote applicants are welcomed, provided they can travel periodically to Dorset, to Bo'ness (Scotland), and to support the Breastfeeding Support Bus at events and festivals. *There is flexibility for the right candidate who may not be able to travel, but can arrange volunteers to support as proxy.* We therefore do welcome candidates living elsewhere in the UK. You must be confident using Whatsapp, email and online tools if working remotely.

Please note that the key aspect of this role is coordination and organisation to ensure that our services run well.

Weekly Hours: 15 hours per week
Hourly Remuneration: £13.50 per hour
Pro rata £10,530 per annum.
For your reference the FTE (40hr) Full time Equivalent is **£28,080 per year.**



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Key Responsibilities

You will work closely with the Charity Manager, Breastfeeding Counsellors, IBCLCs, and Trustees to ensure services run effectively.

Service Coordination:

- Coordinate and monitor the provision of Maddie's Miracle services, including in-person groups, online support sessions, and community activities.
- Organise schedules with Breastfeeding Counsellors to coordinate our national Zoom online support provision.
- Support the smooth running of the Bournemouth breastfeeding support group.
- Support the smooth running of the Bo'ness breastfeeding support group (plan to relaunch in 2026)
- Assist in planning schedule, events, routes, bookings, and logistics for Breastfeeding Support Bus events.
- Support us in collecting data from beneficiaries (eg via QR codes or surveys) to show impact of our services
- Provide ad-hoc support to groups as required. This may be online shopping for equipment, or arranging delivery of items for a group, or supporting an event launch.

Volunteer Support & Communication:

- Support the recruitment, onboarding, scheduling, and wellbeing of volunteers for in-person groups and Breastfeeding Support Bus.
- Maintain strong communication with volunteers in order to ensure services are running well.
- Ensure accurate record-keeping and training compliance.
- Support Charity Manager with ensuring DBS checks and Safeguarding courses are complied with and up to date for each team member and volunteer.

Community Engagement & Partnerships:

Optional: Build relationships with midwives, health visitors, HomeStart teams, universities, and community partners.

Optional: Represent the charity at community events, meetings, and networking opportunities.

Monitoring, Evaluation & Administration:

- Support Charity Manager and the team in collecting service data, beneficiary feedback, and impact evaluation; as required.



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- Support Charity Manager and the team in keeping accurate confidential records in accordance with GDPR and safeguarding.
- Prepare updates and support reporting to Trustees and funders.
- Assist with administration for online breastfeeding groups (Facebook and Zoom).

Person Specification

Essential:

- Passionate about breastfeeding, infant feeding, and perinatal health.
- Strong interpersonal skills; a genuine "people person".
- Excellent organisational and coordination skills.
- Confident communicating with families, volunteers, and professionals.
- Ability to work independently and as part of a team.
- A positive 'can do' attitude, we are a small charity and everyone 'mucks in' without any ego, in order to support mothers, babies, parents and families knowing that we are transforming their lives for the better.
- Competent with email, Zoom, Facebook, and basic digital tools.

Desirable:

- Experience as a doula, breastfeeding counsellor, IBCLC, perinatal worker, counsellor, or similar role providing informed choice, non-coercive and non-biased support. (*We are in need of an organised mother hen, not a drill sergeant!*)
- Experience in charity, community, healthcare, or social support sectors.
- Experience coordinating services across multiple locations.
- Knowledge of safeguarding, confidentiality, and data protection.

Working Arrangements

- Part-time, flexible working.
- Hybrid or remote working possible.
- Travel expenses covered (*for travel outside of Bournemouth*)

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1 year contract, with a 3 month 'break clause' equivalent to a probationary period.

Registered Charity 1181584





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How to Apply

Please submit your CV and a short covering letter explaining why you are interested in the role and how your experience aligns with the requirements. Send applications to: office@maddiesmiracle.org.uk

Closing Date: 5th January 2026 – *however we will be contacting strong candidates as CVs are submitted.*

Interviews: Week Commencing from 7th January by Zoom/TEAMS.

We may start actively interviewing earlier as applications received.

(We may ask for a second interview in person for candidates living within Dorset.)
