

Job Description

Job Title: Manchester Officer

Reports to: Operations Manager

Hours: Part-Time (3 days per week)

Location: Manchester

About the Organisation:

At Al-Ayn, we are committed to ensuring that every orphaned child living in poverty has access to the tools and opportunities they need to overcome their difficult experiences. We believe that when a child fulfils their potential, their own future is transformed as well as their family, their community, and society at large. In order to achieve that, we are led by our core values of transparency, dignity and empowerment. As Al-Ayn continues to grow, the UK office is becoming more strategic and important for the organisation.

Job Overview:

Al-Ayn is in search of a Manchester Officer to develop and lead in growing the Manchester office to act as a hub for the organisation in the North England region. The role is a hybrid between managing the office administrative aspects and being actively present in the local communities. It will serve as the first point of contact between the charity and its donors, supporters, visitors and volunteers. They play a primary role in ensuring that all functions are coordinated to achieve a high level of productivity within the charity.

Key Responsibilities:

- Minimum of 2 years previous experience in a relevant role
- Raising awareness of the charity's activities and values
- Assisting in fundraising activities and events, e.g. holding stalls and preparing materials
- Proactive in organising and/or participating in local events to publicise, increase awareness, and potentially seek new volunteers within the community
- Receiving donors and sponsors during office hours and handling their queries
- Act as first point of contact for donors for all admin-related queries, handling complaints and identifying solutions
- Maintaining records, data entry and storing electronic records
- Follow up & process Sadaqa Boxes returned by donors and/or Fundraisers
- Counting & depositing all types of donations received
- Communicating with head office for any assistance or information
- Other related administrative tasks

Education/Experience:

Skills:	Essential	Desirable
Minimum 2 years of previous community/role experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative expertise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work on multiple projects at one time	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural sensitivity and inclusive language skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluent in both written and spoken English	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written, verbal communication and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent customer service skills and telephone manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Data literacy and reporting skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Time management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong knowledge of Microsoft Office (Word, Excel, PowerPoint)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluent in both written and spoken Arabic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Understanding of the charitable donations, e.g. Khums, Sadaqa, Zakat	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Competencies:	Essential	Desirable
Proactivity and self-motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong attention to detail, i.e. meticulous in their work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage pressure, conflicting demands and prioritise tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hard working and eager to learn	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tact, discretion, and respect for confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to lead and motivate a team	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional Requirements:

Flexibility of working outside working hours