

**Job Title:** Social Care Analyst

**Reports to:** International Programmes Manager

**Hours:** Full Time (40 hours per week) including evenings/weekends when required

**Location:** London (on-site)

**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 the future of their families, their community, and society at large. In order to achieve that, we are led by our core values of transparency, dignity, and empowerment.

**Job Overview:**

The role of Social Care Analyst is an exciting and dynamic new position at the heart of the Social Care Department. The candidate will report to and work closely with the International Programmes Manager, primarily being involved in the data analysis of assessment forms, the development and migration of information into a Customer Relationship Management (CRM) system and performing various administrative and logistical tasks in the Social Care Department. The candidate will support the International Programmes Manager to develop bespoke Programmes and implement comprehensive support for beneficiaries. The candidate will prepare and maintain information files and statistics relating to beneficiaries to monitor their progress. The candidate may also assume other internationally focused responsibilities from time-to-time, such as UN-affiliated work, and other relevant tasks assigned by the International Programmes Manager.

**Key responsibilities**

- Conducting a thorough data analysis of assessment forms and providing recommendations for the registration of potential beneficiaries.
- Facilitating registration of beneficiaries upon evaluation, such as preparing registration documents, updating files and beneficiary schedules, and following up on the monitoring requirements of beneficiaries.
- Maintaining data files in the Social Care Department such as monthly statistics, sponsorship lists, beneficiary schedules and other records, and providing the analysis and reporting of data thereof.
- Assisting in the process of implementing Programmes and comprehensive support for beneficiaries across designated Field Offices.
- Supporting to develop efficient processes within the Social Care Department and managing data migration into a Customer Relationship Management (CRM) system.
- Occasionally assisting in internationally focused tasks, such as engagement and advocacy with the UN and other international bodies.
- Responding to emails and other communication modes promptly and efficiently.

- Performing various administrative and logistical tasks relevant to Social Care, and assuming other relevant assigned tasks relating to data analysis and international development work.

#### Additional Requirements:

- Relevant experience in the non-profit sector.
- Fluency in English and Dari (Persian) required, competency in Arabic or Urdu desirable.

<b>Skills:</b>	<b>Essential</b>	<b>Desirable</b>
Administrative expertise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strategy creation and execution	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Digital skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Data literacy and reporting skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advisory skills and business understanding	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excellent written, verbal, and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural sensitivity and inclusive language skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong working knowledge of Microsoft Office Programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good oral and written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work to agreed outcomes without supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work within agreed business processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fast data entry ability/keyboard skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluency in Arabic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fluency in Dari (Persian)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
Excellent organisation and effective communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Analytical skills and the ability to interpret all types of data	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience in working with CRM systems such as Salesforce	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to analyse and propose improvements to processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Conflict resolution and critical thinking	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Proactivity and self-motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Great listening and rapport building	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership and coaching skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Strong attention to detail and organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The ability to manage pressure and conflicting demands, and prioritise tasks and workload	<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"/>



**Note:** Responsibilities articulated in this job description are subject to regular review and can change depending on the needs of the department and organisation at any given time.