

Job Title: Birmingham Office Admin Assistant

Location: Birmingham Office

Reports to: Senior Office Administrator

Hours: Part-time (24 hours or 3 days per week)

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 families', their communities', and societies at large. In order to achieve that, we are led by our core values of transparency, dignity, and empowerment.

Job Overview:

The Office Admin Assistant within Al-Ayn UK supports the Office Administrator in ensuring the smooth and efficient operation of the Birmingham office and supporting the Charity's mission. He/she will perform various types of administrative functions, such as maintaining data records, dealing with post, documents, filing systems, organising events, scheduling appointments, logging expenses and office admin tasks. They play a key role in ensuring that all office administrative functions are implemented effectively and would deputise for the Officer Administrator during absences.

If you have strong organisational and communication skills, detail oriented and are passionate about our mission, we like to meet you. The key responsibilities will be as follows:

Office Admin: Perform day-to-day office administrative tasks. Physically make Sadaqa Boxes, manage and schedule rotas for the distribution and collection of them via designated drivers in both homes and businesses. Respond to public enquiries promptly and efficiently. Welcome donors & visitors to the office. Send ad-hoc donation receipts. Receive donations and/or Sadaqa boxes that are brought into the office. Manage office stock / inventory of items (Sadaqa Boxes, marketing materials, non-consumables and consumables). Ensure all cash is safely stored in designated safes. Other office tasks that may arise.

Teamwork: Support and mentor volunteers in events, making of Sadaqa Boxes, liaise with drivers for collections, and the local community during fundraising campaigns. Co-ordinate workload and support Office Administrator.

Record Management: Maintain and update donor information in Salesforce (CRM tool) and record key interactions in the activity log. Maintain accurate records in Salesforce of Sadaqa boxes returned, processed and counted. Maintain effective digital/physical filing systems.

Communication and Co-ordination: Liaise between management and ground teams. Facilitate communication within the office and across departments. Co-ordinate and attend office-wide meetings, events and activities in the surrounding cities in the Midlands area in the community.

Problem Solving: Address and resolve operational issues as they arise. Propose and implement solutions to improve office efficiency.

Qualifications and Skills	Essential	Desirable
Strong dexterity with hands	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative expertise or 3+ years' office/reception experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Data literacy and experience handling a database/CRM	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fast data entry ability/keyboard skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2+ years' experience working in the community	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to organise events and detailed logistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong attention to detail, organisational and multitasking ability	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven to be self-sufficient, highly proactive and self-motivated	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent customer service skills and telephone manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to manage pressure & conflicting demands, prioritise tasks & workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Command of the Arabic language	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous experience working in NGO or charity sector	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional requirements:

- Flexibility to working outside working hours occasionally & expected during campaigns

Salary:

- £26,008 per annum (full-time pro-rata)