

Job Title: Birmingham Office Administrator

Location: Birmingham Office

Reports to: Senior Office Administrator

Hours: Part-time (32 hours, 4 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 Senior Office Administrator within Al-Ayn UK plays a crucial role in ensuring the smooth and efficient operation of the Birmingham office and supporting the Charity's mission. He/she is a key member of the administrative team, responsible for overseeing and managing the daily operations of the office. This role involves a combination of leadership, organisational and administrative skills to ensure the smooth functioning of the office environment.

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:

Administrative Leadership: Provide leadership and guidance to the administration team. Collaborate with regional offices, Head Office and department heads. Liaise between the Charity and stakeholders from the wider public such as the donors and potential supporters. Develop and implement processes. Oversee office policies & procedures to ensure efficiency and compliance.

Office Operations: Oversee day-to-day office operations. Liaise and co-ordinate with all internal departments to address queries in a timely manner. Manage and respond to all public enquiries promptly and efficiently. First point of contact in the Midlands region to address all donors' queries, requests, complaints professionally and escalate to the relevant department if required. Welcome donors & visitors to the office. Send ad-hoc donation receipts when requested by donors. Receive donations and/or Sadaqa boxes that are brought into the office. Ensure all cash is safely stored in designated safes. Liaise and arrange with the cash collection company for cash to be deposited. Other office tasks that may arise and delegate as appropriate.

Staff Supervision: Supervise and mentor a team of office staff, collection drivers, the local community during fundraising campaigns, providing training and support as needed. Address any staff and performance issues in a timely manner via annual appraisals. Co-ordinate and distribute workload among team members.

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. Ensure compliance with document retention policies and legal requirements.

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

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

Training and Development: Identify training needs within the team and facilitate training sessions.

Technology Proficiency: Stay abreast of technological advancements relevant to office management.

Qualifications and Skills	Essential	Desirable
4+ years' experience working in the community, e.g. fundraising, services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2+ years' administrative expertise and experience managing an office team (reception, basic facilities, visitors, processing donations)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven programme / project management experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong leadership skills, and 2+ years of people management experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong attention to detail, organisational and multitasking ability	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to manage pressure & conflicting demands, prioritise tasks & workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem-solving and decision-making skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous experience in managing CRM database, e.g. Salesforce	<input type="checkbox"/>	<input checked="" 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
- Flexibility to travel across East and West Midlands in the UK

Salary:

- £31,920 per annum (full-time pro-rata)