

Job Title: Birmingham Sadaqa Box Collections Officer

Reports to: Birmingham Office Administrator

Hours: Variable or Part Time (2 days per week)

Location: Birmingham & Midlands region (in the field)

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:

We have a fantastic opportunity for a committed individual to join our dynamic team of Sadaqa Box Collection Officers distributing and collecting Sadaqa Boxes, donated items from donors, and assist in fundraising events to help raise awareness of the organisation's activities. You are expected to respond to donor queries, build positive relationships, and maintain accurate records and reports of activities and donations received. This role takes direction from the Sadaqa Boxes Operations Officer. Seize the chance to redefine your career path.

Key responsibilities:

- Create, distribute and collect Sadaqa Boxes from households and businesses in existing and new locations in an efficient and timely manner
- Display a high degree of professionalism and integrity of the organisation to stakeholders
- Compile and maintain accurate donor information, and records to update the central database
- Provide regular updates and reports on progress made vs targets
- Receive donations, sponsorship requests, children's gifts and other items from donors in person
- Introduce new supporters to the organisation from a bottom up / grass-root level
- Raise awareness of the organisation's activities and values by assisting in fundraising activities and events, such as stalls, especially during campaigns
- Promote the organisation's latest content and sign ups to email, social media, mobile app during visits etc
- Follow the relevant laws, regulations, and ethical guidelines related to charity collections and distributions
- Other office tasks as required

Skills:	Essential	Desirable
UK full driving licence or equivalent, and minimum 2 years' experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have access and/or own a vehicle, e.g. car/van	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluent in both written and verbal English communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent time management and logistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent customer service in person and telephone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage conflicts and/or disputes professionally	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong user of Microsoft Office (Outlook, Excel, PowerPoint)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous job experience as a delivery driver / courier	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3 years' experience in a community role/position or equivalent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Understanding of the charitable donations, e.g. Khums, Sadaqa, Zakat	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Understanding of common payment/donation methods for charities	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Competencies:	Essential	Desirable
Strong attention to detail, i.e., meticulous in their work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tact, discretion, and respect for confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proactivity and self-motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team	<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"/>

Additional Requirements:

- Flexibility of working outside working hours including evenings and weekends when required, e.g. campaigns and events

Salary:

- Variable (UK National Living Wage); or £9,984 per annum (pro-rata basis)