



Job Title: Sponsorship Officer

Reports to: Finance Manager

Line Manages: Sponsorship Administrator

Hours: Part-time (24-28 hours; 5 days per week)

Location: Sydney Office (Liverpool)

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:

As a Sponsorship Officer, you will play a pivotal role in the organisation as the primary link between the AU office and orphaned children managed by the Iraq and international offices. This position involves responding effectively to new sponsorship queries, maintaining and enhancing communication with sponsors and donors in line with the organisation's values and principles. Your commitment to providing a positive experience with sponsors and ensuring the smooth operation and delivery of the Sponsorship Department is crucial.

We are seeking a dedicated individual with strong communication, organisation, analytical and technical skills, passionate about making a positive impact on the lives of orphaned children and their families. If you are committed to our cause and possess the necessary skills, we invite you to apply for this rewarding position.

Benefits and culture

- We are agile and provide our employees with flexibility.
- Health & Lifestyle benefits -4 weeks annual leave and other leave options.
- Salary packaging arrangements on offer.
- Access to a range of learning and development opportunities that will benefit and support you in your role.
- Be a part of a purpose driven organisation where the work you do really does have an impact on the welfare of orphans.

Key Responsibilities:

Manage Sponsorship Process: Ensure accurate data entry and records of sponsorships (sponsors, children and donations) in CRM (Salesforce), and internal documentation. Ensure payments are recorded accurately in our accounting software (QuickBooks) if required. Ensure new sponsorships and any changes are processed promptly and efficiently. Analyse and investigate large datasets to find patterns and discrepancies and resolve them. Continuously improve processes & procedures to safeguard the dignity of orphaned children information.

Communication & Relationship Building: Maintain positive relationships, be highly proactive with sponsors in addressing requests, queries, and issues in a timely and professional manner via phone, email and in person. Effectively communicate and update Al-Ayn International Sponsorship Department, and the Iraq office to obtain necessary information.

Matching and Translation: Support the matching of sponsors with orphaned children and translating new orphaned children profiles received into English.



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www.al-ayn.org.au

Australian Registered charity ABN: 65 619 599 567





Donor Engagement: Regularly communicate and educate both existing and potential sponsors to ensure they continue sponsoring orphaned children, and they fully understand their obligations and policies with Al-Ayn.

Financial Management: Manage and assist in setting up sponsorship standing orders and direct debit payments working with the Finance Department. Implement system reminders for overdue standing orders and direct debits. Generate monthly or weekly reports of status of the department.

Administrative Support: Conduct a limited set of office administration duties and assisting other departments with providing reports or information where required.

Education/Experience:

Skills:	Essential	Desirable
Minimum 4 years AU professional employment (administration, company)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven program / project management experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership skills, people management experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Strong analytical, organisational & time management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written, verbal communication and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluent in both written and spoken Arabic	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural sensitivity, and inclusive language skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proficient in Microsoft Office (Word, Excel Outlook, PowerPoint)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intermediate Microsoft Excel skills, e.g. formulas, pivot tables	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent customer service skills, and telephone manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accurate data entry ability/keyboard skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous experience in managing records, and CRM databases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Understanding of the charitable donations, e.g. Khums, Sadaqa, Zakat	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous experience working in NGO or charity sector	<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"/>
Proactivity and self-motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team, and individually	<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:

- Commensurate with experience.



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