

Job Title: Office Administrator

Reports to: Director (based in Netherlands)

Hours: 32-40 hours per week

Location: Belgium Office (Brussels)

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 Belgium Office Administrator performs various types of administrative functions in the organisation. The primary duty is being the first point of contact between the charity and stakeholders from the wider public. They regularly liaise and coordinate with all internal departments to resolve queries in a timely manner. They also maintain internal data in systems, welcome guests in reception areas on-site and support with the organisation of company events and appointments.

Key responsibilities:

- Manage and respond to all public enquiries via email and phone lines promptly and efficiently.
- Manage and respond to all online messages received via website chat and social media channels.
- First point of contact to address all donors' queries, requests, complaints professionally and escalate to the relevant department when needed.
- Maintain & update donor information in Salesforce and record key interactions in the activity log.
- Send donation receipts upon request by donors.
- Receive and welcome visitors and guests in reception area and update visitor book.
- Deal with incoming post, deliveries.
- Receive any donations made or Sadaqa Boxes dropped off in person.
- Ensure entrance, reception area and hallways are clear of clutter at all times.
- Replenish office supplies regularly, e.g. water coolers, stationery, cleaning and refreshments.
- Support with administrative tasks for very large events, e.g. book meeting rooms, conference facilities and travel and accommodation for staff.
- Other office tasks that may arise.

Education/Experience:

- Experience in a relevant role

Skills:	Essential	Desirable
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 type="checkbox"/>	<input checked="" 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"/>
Driving license	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Good presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project management skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fluency in Dutch or French	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluency in Arabic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Time management	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Competencies:	Essential	Desirable
Excellent organisation and effective communication	<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 type="checkbox"/>	<input checked="" 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"/>
Excellent customer service skills and telephone manner	<input checked="" type="checkbox"/>	<input 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"/>

Additional Requirements:

- Flexibility of working outside working hours where relevant, e.g. campaigns.
- Fluent French or Dutch writing and speaking.
- Fluent English writing and speaking.