

**Job Title:** Sponsorship Officer

**Reports to:** Chief Operating Officer

**Line Manages:** Sponsorship Administrator

**Hours:** Part-Time (32 hours; 4 days a week)

**Location:** London Office

**About the Organisation:**

At Al-Ayn, we are dedicated to providing orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven 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 UK office and orphaned children managed by field 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.

**Key Responsibilities:**

- **Manage Sponsorship Process:** Ensure accurate data entry and records of sponsorships (sponsors, sponsored children and donations) in CRM (Salesforce), and internal procedures and processes are adhered to. Process new sponsorships, cancellations and changes promptly and efficiently. Analyse and investigate large datasets to find patterns and discrepancies and actively resolve them. Continuously improve processes & procedures to safeguard the dignity of orphaned children and beneficiaries.
- **Communication & Relationship Building:** Maintain positive relationships with sponsors and be highly proactive 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 and field offices as required. Be the voice and champion for Al-Ayn sponsors internally across departments.
- **Matching and Translation:** Support the matching of sponsors with orphaned children and regularly upload new orphaned children's profiles into CRM.
- **Donor Engagement:** Regularly communicate and educate existing, new and potential sponsors to ensure they continue sponsoring orphaned children and ensure they fully understand their obligations in line with the policies of Al-Ayn.

- **Financial Management & Reporting:** Manage and assist in the setting up of sponsorship payments, working closely with the Finance Department. Implement systematic reminders for overdue payments. Oversee and monitor the department via regular reports and dashboards.
- **Administrative Leadership & Support:** Provide leadership, guidance and mentorship within the team. Collaborate with other departments and Al-Ayn offices where needed. Ensure business continuity throughout the year. Support general office administration during absences, such as donor enquiries, when needed. Handle other tasks related to sponsorships as they arise.

#### Education/Experience:

Skills:	Essential	Desirable
Minimum 4 years UK professional employment (administration, company)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven programme / project management experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership skills, people management experience	<input checked="" type="checkbox"/>	<input 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"/>
Fast 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 weekends when required, e.g. specific department deadlines and during campaigns and events.