

Job Title: Sadaqa Boxes Operations Officer

Reports to: Chief Operations Officer

Hours: Part time (20 hours, 2 days per week) with potential for Full time

Location: Sydney Office

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 Sadaqa Boxes Operations Officer is responsible for managing the distribution and collection of Sadaqa Boxes from households and businesses across Australia. They coordinate with Fundraisers as well as contracted collection service drivers and ensure accurate records and maintained in the CRM system at all times. This role also takes some direction from the Accounts Administrator, Communications Manager and Fundraising Manager as well.

Key responsibilities:

- Innovate and develop protocols for the expansion of Sadaqa Box distribution and collection. This may include volunteer recruitment and training, developing SOPs and implementation of growth strategies.
- Maintain accurate records of Sadaqa Boxes from new to returned in Salesforce and on other platforms.
- Identify and address any discrepancies in Sadaqa Boxes and associated donor information.
- Arrange for postal distribution and collection Sadaqa Boxes.
- Send system reminders for overdue Sadaqa Boxes to their owners.
- Manage and allocate tasks to Fundraisers and collection officers and ensure documentation is completed.
- Organise sessions with volunteers to prepare/make Sadaqa Boxes and keep an inventory of them.
- Provide regular updates on Sadaqa Boxes statistics and progress made vs targets.
- Coordinate with other AU offices to ensure Sadaqa Boxes collection are processed consistently as per the SOPs.
- Order new Sadaqa locks and parts when needed.
- Other office tasks or tasks related to Sadaqa Boxes that may arise.

Additional Requirements:

- Flexibility of working outside working hours where relevant, e.g. campaigns.