

Job Title: Sadaqa Boxes Officer (Midlands)

Reports to: Senior Officer Administrator (Birmingham)

Hours: Variable or Part-Time (16 hours per week) with flexibility to work overtime when required

Location: Birmingham & Midlands region, and Wales on occasion (in the field)

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:

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.
- Demonstrate the 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 signups to email, social media, mobile app during visits.
- 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, minimum 2 years' experience & a clean driving record	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access to and/or ownership of a vehicle, e.g. car/van	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluent in written and verbal English communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Excellent organisational and time management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proficiency in using GPS or maps for navigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong customer service skills, both in person and over the phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to professionally manage conflicts and disputes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proficient in Microsoft Office and Excel, and fast data entry skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous job experience as a delivery driver / courier	<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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tact, discretion, and respect for confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proactive and self-motivated	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work effectively as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage pressure, handle conflicting demands and prioritise tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hardworking 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