

Job Title: Fundraising/Communications Assistant
Reports to: Head of Community Engagement and Support Division
Hours: Full-Time (40 hours, 5 days per week)
Location: London

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

The organisation is seeking a highly organised and motivated Assistant to support the Head of Community Engagement and Support Division. The role will play a key part in coordinating community engagement programmes, charity events, and fundraising activities, as well as providing operational support to member offices. This position contributes directly to the effective delivery of the organisation's humanitarian objectives across the UK and internationally.

Key Responsibilities

- Support the planning, coordination, delivery, and evaluation of charity events and community initiatives, ensuring activities are executed effectively and in line with organizational objectives.
- Support the planning and delivery of women-focused events and initiatives, including coordination with women's centres and community organisations to increase engagement and participation
- Assist in the management of fundraising representatives, including onboarding, coordinating training activities, and maintaining regular communication to support engagement and performance.
- Provide operational and administrative support to member offices, including the preparation of reports, coordination of communications, organisation of visits, and completion of needs assessments.
- Prepare accurate, high-quality correspondence, reports, and official documentation in both English and Arabic, ensuring clarity, consistency, and professionalism.
- Liaise effectively with internal teams, community centres, and external stakeholders, representing the organisation in meetings and follow-up communications as required.
- Support the design and delivery of women-focused community engagement programmes and activities in the UK and internationally.
- Maintain accurate records, databases, and documentation, ensuring timely follow-up on assigned tasks, actions, and deadlines.
- Undertake any other reasonable duties as required by the Line Manager or Senior Management Team, in line with the role's scope and level of responsibility.

England and Wales Registered Charity Number: 1196583

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Candidate Requirements

- Previous experience within the charity, humanitarian, or voluntary sector.
- Experience in administration, coordination, or event management roles.
- Fluency in both Arabic and English (written and spoken).
- Strong communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders.
- Excellent organisational skills with the ability to manage multiple tasks and priorities effectively.
- Proficiency in Microsoft Office applications and relevant digital communication tools.
- Ability to work both independently and collaboratively as part of a team.

Personal Attributes

- Professional, reliable, and detail-oriented, with a strong commitment to high standards of work.
- Strong interpersonal skills with the ability to build and maintain effective working relationships.
- Proactive approach with strong problem-solving skills and the ability to take initiative.
- Flexible and adaptable, with the ability to respond effectively in a dynamic and fast-paced working environment.
- Committed to humanitarian values, collaboration, and effective teamwork.

Additional Requirements

Flexibility to work outside standard hours, including evenings and weekends as required, (e.g. during campaigns and events).

Note

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post.

Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.