

Title: Office Administrator
Reporting to: Deputy Chief Executive Officer
Location: London
Hours: Full-time (40 hours per week)

Office-based role: This is a fully office-based position, and the successful candidate will be expected to work from the office on a full-time basis.

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.

Role Overview

The Office Administrator will provide high-quality administrative and organisational support to the Deputy CEO and the wider Al-Ayn International team. The role will act as a central point of administrative support, helping to coordinate day-to-day activities, communications, meetings, documentation and follow-up across Al-Ayn International and its Member Offices.

A key part of the role will be supporting the Deputy CEO with routine administrative and coordination tasks, helping to manage competing priorities and ensuring actions, correspondence and requests are followed through efficiently.

The postholder will also provide wider secretariat and administrative support across Al-Ayn International where required, including liaison with colleagues and offices internationally.

Key Responsibilities

Administrative Support to the Deputy CEO

- Provide day-to-day administrative and organisational support to the Deputy CEO.
- Assist with correspondence, emails, documents, reports and other administrative tasks as required.
- Coordinate meetings, appointments and schedules, including meetings involving Member Offices and external stakeholders.
- Prepare meeting agendas, papers and supporting documentation.
- Take accurate minutes and maintain clear records of agreed actions and decisions.
- Follow up on actions arising from meetings and support the Deputy CEO in monitoring outstanding matters.

- Assist with travel arrangements, itineraries and related administration where required.
- Handle sensitive and confidential information with appropriate discretion.

Office Administration & Secretariat

- Provide general administrative and secretariat support across Al-Ayn International.
- Support the preparation, formatting and proofreading of reports, policies, handbooks, presentations and other organisational documents.
- Maintain organised electronic records, files and documentation.
- Assist with the preparation and circulation of internal communications, correspondence and meeting papers.
- Coordinate information and documentation requested from Member Offices and follow up where necessary.
- Support the organisation of internal meetings, workshops, visits and other activities.
- Assist with administrative processes and help ensure tasks and requests are progressed within agreed timescales.
- Provide administrative support to other Al-Ayn International departments, particularly during periods of absence or increased workload.
- Help maintain efficient administrative systems and identify opportunities to improve office processes.

International Coordination & Communication

- Liaise professionally with Al-Ayn International staff, based in the UK and in Iraq, and with Member Offices globally.
- Support communication and coordination between the London office, Iraq and Member Offices.
- Assist with Arabic and English correspondence and communication where required.
- Ensure requests, documentation and information are directed to the appropriate individuals and followed up in a timely manner.
- Maintain professional and effective working relationships across different countries, cultures and time zones.

General Responsibilities

- Maintain strict confidentiality and discretion at all times.
- Work collaboratively with colleagues across Al-Ayn International and its Member Offices.
- Demonstrate flexibility and willingness to support different areas of the organisation according to operational needs.
- Work in accordance with Al-Ayn International's policies, procedures, values and charitable objectives.
- Undertake any other reasonable duties appropriate to the level and nature of the role.

Qualifications & Experience

Essential

- Good standard of education, with excellent written and verbal communication skills in English and Arabic.
- Excellent organisational and time-management skills, with the ability to manage multiple priorities.
- Previous experience in an administrative, executive support, secretariat or similar role.
- Experience in supporting senior management and/or coordinating work across different teams.
- Experience in preparing professional correspondence, reports, meeting papers and other documentation.
- Experience in organising meetings, maintaining records and following up actions.
- Strong working knowledge of Microsoft Office, including Outlook, Word, Excel, PowerPoint and Teams.

Desirable

- Bachelor's degree in Business Administration, Management, Communications or a related field.
- Relevant professional qualification or training in business administration, executive support or office management.
- Previous experience within a charity, NGO, or similar environment.
- Experience working with international or geographically dispersed teams.
- Experience providing administrative support within HR or other corporate functions.

Personal Attributes

- Professional, reliable and highly organised.
- Proactive, with a practical and solution-focused approach.
- Strong interpersonal skills and the ability to build positive working relationships.
- Able to work calmly and effectively when managing competing demands.
- Demonstrates integrity, discretion and sound judgement.
- Commitment to the values, ethos and humanitarian objectives of Al-Ayn.

Benefits:

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

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