

Job Description

Job Title: Sponsorship Assistant

Reports to: Sponsorship Officer

Hours: Part-Time (2 days per week)

Location: London

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 society's at large. In order to achieve that, we are led by our core values of transparency, dignity and empowerment.

Job Overview:

A Sponsorship Assistant performs various administrative roles within the Sponsorship department. They will ensure that the sponsorship process runs smoothly. They will maintain collaborative relationships with UK sponsors, the office in Iraq and all other departments such as Finance and Communications. They will provide a transformative experience for sponsors and a positive sponsorship experience for the orphans. This role primarily takes direction from the Sponsorship Officer.

Key Responsibilities:

- Processing requests for orphan sponsorships and updating required documentation
- Translating orphans' profiles into English
- Support matching sponsors with orphans
- Communicating with Al-Ayn Iraq office to request any required information
- Responding to emails promptly and efficiently
- Communicating with sponsors via email or phone
- Setting up standing orders for monthly payments
- Data entry and storing electronic records
- Implementing system reminders for overdue standing orders
- Reviewing accuracy of all information and data regularly
- Other related administrative tasks

Education/Experience:

Skills:	Essential	Desirable
Administrative expertise	<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"/>
Excellent written, verbal communication and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong knowledge of Microsoft Office Programs (Word & Excel)	<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"/>
Time management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous experience in managing records	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding of the charitable donations, e.g. Khums, Sadaqa, Zakat	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Intermediate Microsoft Excel skills, e.g. formulas, pivot tables	<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	<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

Salary:

Starting from £9,193.60 per annum