

**Job Title:** London Office Administrator

**Reports to:** Communications Manager

**Hours:** Full-time (40 hours per week)

**Location:** London 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 London Office Administrator performs various types of administrative functions in the organisation. The primary duty is being the first point of contact between the charity and stakeholders from the wider public. They regularly liaise and coordinate with all internal departments to resolve queries in a timely manner. They also maintain internal data in systems, welcome guests in reception areas on-site and support with the organisation of company events and appointments.

**Key responsibilities:**

- Manage and respond to all public enquiries via email and phone lines promptly and efficiently
- Manage and respond to all online messages received via website chat and social media channels
- First point of contact to address all donors' queries, requests, complaints professionally and escalate to the relevant department when needed
- Maintain & update donor information in Salesforce and record key interactions in the activity log
- Send donation receipts upon request by donors
- Receive and welcome visitors and guests in reception area and update visitor book
- Deal with incoming post, deliveries
- Receive any donations made or Sadaqa Boxes dropped off in person
- Ensure entrance, reception area and hallways are clear of clutter at all times
- Replenish office supplies regularly, e.g. water coolers, stationery, cleaning and refreshments
- Support with administrative tasks for very large events, e.g. book meeting rooms, conference facilities and travel and accommodation for staff
- Other office tasks that may arise

**Additional Requirements:**

- Flexibility of working outside working hours where relevant, e.g. campaigns
- Fluent English writing and speaking
- Fluent Arabic writing and speaking

**Salary:** £25,920 per annum