

Job Title: Sadaqa Box Administration Officer

Reports to: Senior Office Administrator

Hours: Full-Time (40 hours per week)

Location: Fieldwork (Birmingham & regional cities) and Birmingham Office

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 are offering an exciting opportunity for a motivated individual to join our dynamic team as a Sadaqa Box Administration Officer. In this role, you will be responsible for the distribution, collection, and processing of Sadaqa Boxes and other donated items from supporters in a timely and efficient manner. You will be expected to respond to donor inquiries, foster positive relationships through face to-face interactions, and accurately maintain records and reports of donations received. This role operates under the guidance of the Sadaqa Boxes Operations Officer and offers a unique opportunity to advance your career while making a meaningful impact.

Key responsibilities:

- Distribute and collect Sadaqa Boxes and donations from households and businesses across Birmingham, surrounding cities, and Wales in a timely manner.
- Follow designated routes and schedules to ensure efficient collections and distributions.
- Comply with all traffic laws and regulations, as well as the charity's ethical guidelines for collections and distributions.
- Accurately process, count and document all cash donations, ensuring transparency and precision throughout. Update the central CRM database accordingly.
- Manage cash collection processes, including securely bagging counted cash and co-ordinating with the designated cash collection provider for timely collection.
- Ensure all donations are securely stored in designated safes prior to collection by secure courier.
- Maintain comprehensive and accurate donor records within the central CRM database.
- Manage inventory including both consumable and non-consumable items.
- Provide regular updates and reports on any issues, progress, and areas for improvement.
- Engage new supporters at a grassroots level, promoting the organisation's activities and encouraging email sign-ups, Gift Aid declarations, increased social media following, and mobile app downloads.
- Represent the organisation with a high level of professionalism and integrity in all public engagements.
- Ensure the maintenance and good working condition of your vehicle.
- Support fundraising activities, events and stalls, particularly during campaigns that may occur outside regular working hours.
- Perform additional administrative 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 with Microsoft Outlook 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 to work evenings, weekends, and outside of standard working hours when necessary.

Salary:

- £24,960 per annum