

Job Title: Communications Assistant

Reports to: Communications Manager

Hours: Part-Time (4 days a week)

Duration: 1 year fixed-term contract with the possibility of renewal

Location: London 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:

The Communications Assistant is responsible for ensuring crucial support to the day-to-day running of the Communications Department. This includes responding to queries, administrative tasks such as maintaining a volunteer database, assisting with marketing administrative tasks and responding to fundraising queries. This role primarily takes direction from the Communications Manager.

Key Responsibilities:

- Responsible for administrative marketing tasks such as scheduling posts for social media and preparing marketing emails
- Ordering and coordinating the distribution of print materials and fundraising assets across the UK's national offices
- Maintaining a volunteer database and filing relevant documents
- Providing logistical support for the national fundraising teams
- Support with the preparation and attendance of events
- Supporting with donor and sponsor enquiries
- Maintaining records of inventory
- Maintaining and following up overdue tasks within the Communications team
- Following up with fundraising enquiries and coordinating support for volunteer-led events
- Scheduling meetings and preparing relevant materials
- Preparing stall packs and coordinating pick-up and drop-off of assets to the London office
- Other related admin tasks

Education/Experience:

Skills:	Essential	Desirable
Strong user of Microsoft Office Programs (Excel, Word)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intermediate Microsoft Excel skills, e.g. formulas, pivot tables	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Data literacy, database/CRM and reporting skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written and verbal communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fast data entry ability/keyboard skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Minimum 2 years' experience in managing records & logistics role	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Understanding of the charitable donations, e.g. Khums, Sadaqa, Zakat	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Basic level of written and spoken Arabic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excellent customer service skills and telephone manner	<input checked="" type="checkbox"/>	<input 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 occasionally & expected during campaigns

Salary:

- £27,352 per annum, pro rata

Note: This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to periodic review and amendment in the light of experience and in consultation with the postholder. The postholder may be required to perform duties other than those in the job description for the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation