

Job Title: Sadaqa Box Collection Officer

Reports to: Sadaqa Box Operations Officer

Hours: Part-time (1-2 days or 16 hours per week; weekdays, evenings & weekends)

Location: Manchester / North England (in the field)

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:

A Sadaqa Box Collection Officer performs various types of functions in the organisation. Their primary responsibility is to distribute and collect Sadaqa Boxes from donors, collect donated items, support fundraising events and help raise awareness of the organisation's activities through direct donor interactions. They are expected to respond to donor queries, build positive relationships, and maintain accurate records and reports of activities and donations received. This role would concentrate on specific items at a time and not necessarily do all simultaneously. This role also takes direction from the Sadaqa Boxes Operations Officer.

Key responsibilities:

- Create, distribute and collect Sadaqa Boxes from households and businesses in existing and new locations in an efficient and timely manner
- Display a high degree of professionalism and integrity of the organisation to external stakeholders
- Facilitate new sponsorship requests for orphaned children from new and existing donors
- Introduce new supporters to the organisation from a bottom up / grass-root level
- Provide regular updates and reports on progress made vs targets
- Compile and maintain accurate donor information and records to update in the central database
- Receive donations, children's toys, gifts and other items from donors in person
- Raise awareness of the organisation's activities and values by assisting in fundraising activities and events, such as holding stalls and preparing stall materials, especially during campaigns
- Promote the organisation's latest content and sign ups to email, social media, mobile app etc
- Set up and/or participate in local events to publicise, increase awareness, and potentially seek new volunteers within the local community
- Follow the relevant laws, regulations, and ethical guidelines related to charity collections and distributions
- Other office tasks as required

Skills & Experience:	Essential	Desirable
UK right to work (proof required)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Minimum of 1 year with a UK Full Driving Licence & access to a vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong dexterity with hands & in good physical health	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong time management and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage pressure, conflicting demands and prioritise tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural sensitivity and inclusive language skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluent in both written and spoken English	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written, verbal communication and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent customer service and telephone manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Basic written and spoken Arabic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous experience working in non-profit and charity sector communities	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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England and Wales Registered Charity Number 1163706

Additional Requirements:

- Flexibility of working outside working hours including evenings and weekends when required, e.g. campaigns, events

Salary:

- £22,672 per annum (pro-rata)