

Job Title: Senior Manchester Office Administrator
Vacancies: One Position Available
Reports to: Chief Operating Officer
Line Manages: Sadaqa Boxes Officers (x2)
Hours: Full-time (40 hours, 5 days per week)
Location: Manchester Office

About the Organisation

At Al-Ayn, we provide 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 an experienced individual to lead our Manchester Office. This role is responsible for overseeing and managing all office administration and operational processes. The role also provides local and regional support to fundraising teams, while maintaining a professional and welcoming office environment for staff, volunteers, donors and visitors.

This role requires a highly organised, proactive and dependable individual with a track record of delivery, leadership, and the ability to manage multiple priorities independently. The postholder is expected to provide active leadership and coaching to direct reports and the wider team.

Key Responsibilities

Administration & Operations

- Oversee all day-to-day office activities and ensure the office operates fully five days a week.
- Ensure the office environment is safe, clean, secure and organised.

- Maintain office procedures, including security protocols, systems, key registers, and the management of visitors (donors, volunteers and staff).
- Manage office supplies and inventories, post, deliveries and equipment, and implement health and safety requirements.
- Organise regular collections and distributions of Sadaqa Boxes across the North of England region.
- Be accountable for the accurate and timely processing of all cash and donations received.
- Ensure all donations are securely stored in accordance with cash management procedures.
- Maintain accurate data records, documentation and updates across all systems, including the CRM.
- Ensure all organisational policies and procedures are consistently followed.
- Support operational planning and liaise with Head Office as required.

Leadership & Culture

- Provide leadership, guidance, coaching and mentorship to all team members, including local and regional fundraisers, working closely with the UK Fundraising Manager.
- Line manage Sadaqa Boxes Officers, including absence management, performance reviews and reporting, and implement business continuity plans for all operations.
- Encourage transparency, learning and continuous improvement across teams.
- Liaise and collaborate with other UK regional offices and department heads.
- Coordinate office-wide meetings, events and activities.
- Assist HR with the onboarding of new local staff and volunteers as needed.
- Promote best practice and knowledge sharing across the organisation.
- Provide progress updates and proactively report any risks or issues requiring management attention.
- Engage with local and regional volunteers and interns, and facilitate development opportunities.

Fundraising, Events & Community Support

- Identify and create opportunities for fundraising and building community relations.
- Represent the organisation with a high level of professionalism and integrity.
- Introduce the charity to new supporters and strengthen existing donor relationships.

- Provide oversight and support to expand the charity's presence across the region, working closely with the UK fundraising team at events, stalls, and community engagement activities.

Key Requirements

- Bachelor's degree in Management, Business Administration, or a related field.
- Four or more years' experience in an operational or administrative leadership role.
- Two or more years' experience in a line management or supervisory role.
- Full clean UK driving licence and access to a vehicle.
- Previous experience in fundraising, events and community engagement.
- Full proficiency in the Microsoft Office suite (Word, Excel, Outlook, Teams).
- Full professional proficiency in English.
- Ability to work independently under pressure and manage multiple priorities effectively.
- Strong attention to detail and problem-solving ability.
- Excellent organisational and time management skills.
- Excellent communication and interpersonal skills.
- Flexible and adaptable attitude.
- Flexibility to work outside standard hours, including evenings and weekends, when required (e.g., campaigns and events).

Desirable

- Previous experience in programme or project management.
- Previous experience in handling cash and donations.
- Previous experience working in the charity or non-profit sector.
- Medium professional proficiency in Arabic.
- Experience with CRM or donor management systems.

Benefits

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

Salary:

£35,141.10 per annum

Note:

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post.

Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.