



Job Description

Job Title:	Refugee Outreach Officer
Responsible to:	CEO
Location:	Traveling in London required (some hybrid working, but mostly in person)
Salary:	£9360 per annum (gross)
Hours per Week:	Part time, 15 hours a week. Flexible arrangements
Start date:	ASAP (application deadline September 30th).

Application process: Please go to our website, complete our online application form and upload necessary documents. Please email us a tailored cover letter stating why the organization appeals to you and what direct relevant experiences you have for this post, and send it to admin@zubedawelcome.org. Please contact our Project Support Officer, Nadia, on 07446941412 if you wish to discuss this role further.

About

Zubeda Welcome is a newly registered non-profit charity set up to support refugees in the UK. Zubeda Welcome's niche focus is to support refugees with madrasa (Islamic school) fees to help them retain their faith.

Job Purpose:

Are you passionate about improving people's lives and have a keen interest in working in the charity sector? Do you like meeting new people and love building new connections? Want to use your talent to help the Ummah?

We are looking for an enthusiastic and driven individual who is keen to work with a values-based organization and develop a career within the charity sector. As a Refugee Outreach officer you are an integral part of helping expand and nurture our existing community network. You will be building relationships with our key partners which are refugees and asylum seekers. You will be joining us at an inspiring time as we are now a registered charity in the UK.

Main Duties and Responsibilities include:

1. Plan and schedule regular visits to bridging hotels and Zubeda Welcome has been granted authorized access to
2. Help refugees understand our service and how it can benefit them
3. Attend open events where refugees and asylum seekers are expected to be visiting

4. Aid in completing forms to sign up individuals and families that would benefit from our Madrasa fee support that we provide.
5. Deliver talks, to raise awareness about our madrasa fee support to parents/guardians of vulnerable refugee children.
6. Manage and keep track of the Rota sign up spreadsheet for the many communities we have been trying to reach (areas outside of London will require coordination with our delivery partners/volunteers in corresponding areas)
7. Attend relevant events and bazaars and hold stalls representing Zubeda Welcome, distribute leaflets and raise awareness to the public
8. Managing and updating volunteer event spreadsheet
9. Managing and engaging in Whatsapp "ZW Community Hubs"
10. Provide support on the Whatsapp "ZW Community Hubs" by coordinating madrasa for applicants with the support of madrasa coordinators and volunteers who will also be in the group
11. Liaise with managers of Social Media, Volunteers, Events, and report back to CEO as/when necessary
12. Work with Social Media manager to help create and record content for our social media pages
13. Ensure all participants in social media content have given media consent
14. Ensure all relevant documents have been submitted.
15. Follow up on any missing information.
16. Contact existing institutions (already on the system) to place beneficiaries.
17. Contact the beneficiaries to inform them of the process of the application
18. Call to verify beneficiaries and gather any further details.
19. Communicate and nurture positive relationships with with madrasa providers
20. Assist in establishing physical office hubs, reaching out to businesses, charities, institutions
21. Manage the distribution of Zubeda Welcome leaflets
22. Performing general administrative tasks as needed
23. Answering and directing phone calls
24. Responding to emails and maintaining correspondence
25. Scheduling and arranging appointments.
26. Filing and organizing documents
27. Data entry and maintenance of electronic databases
28. Providing administrative support to the Employer and other staff members as required
29. Maintaining accurate and up-to-date records, files, and databases
30. Handling incoming and outgoing correspondence and phone calls
31. Preparing reports, presentations, and other documents as required
32. Any other duties and tasks assigned by the Charity

Personal qualities

- Strong alignment with the charity's values
- Self-motivated and able to manage a varied workload
- High level of integrity and discretion
- Good eye for detail and accuracy, maintaining high standards at all times
- Have great communication skills; both written and verbal
- Sharing updates on shared drive via Google Workspace
- Weekly 15 mins debrief with CEO via Google Meet

- Able to meet new people and start conversations
- Be sensitive and empathetic
- Flexible working
- Able to travel to the field when required (car and driving license is an asset)
- Currently holds a DBS certificate or is willing to complete DBS check
- Be proactive and able to use initiative and prioritize his/her work
- Be confident to speak with new people, organizations and businesses
- Able to react quickly and flexibly in order to adapt to a fast-paced role and take advantage of new opportunities
- Committed to learning

Skills and knowledge

- Excellent communication skills, both written and oral
- Drive and the ability to organize own workload, working to set priorities and adopt a problem-solving approach to the work to meet deadlines
- Ability to plan and deliver a task to agreed deadline
- Good IT and organization skills
- Ability to work effectively and smoothly across all environments and settings
- A driver with own car (optional but would facilitate for this role)
- Mostly in-person with some remote working hours in the week

Experience

- Experience at negotiations with stakeholders
- Experience in a public facing role
- Use of Google Workspace and able to complete common workplace activities using cloud-based tools to create and share documents, spreadsheets, presentations, and files
- Volunteer management knowledge would be a bonus
- Spoken and written skills in other languages would be a bonus (Arabic, Dari, Pashto, Kurdish, Farsi, Turkish, Urdu, Spanish etc)

What We Can Offer You

- A flexible approach to working arrangements (evenings and weekends, holidays)
 - Travel and Parking expenses paid for work related travel e.g. to hotels
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Standard Clauses

- The post holder will work within all policies, procedures and budgets set by Zubeda Welcome.
- The post holder will act at all times in the best interest of Zubeda Welcome.
- The post holder will form effective working relationships with all colleagues, volunteers and outside organizations as appropriate.

- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health & Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder will not disclose to an unauthorized person any confidential information acquired through official duties unless they have received official permission to do so.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and job rank of the post.

Zubeda Welcome reserves the right to extend or close this vacancy early without warning subject to the volume of suitable applicants. Due to the large number of applications that we receive, we are unfortunately unable to provide feedback on your application.