



Job Description

Job Title:	Operations Assistant
Responsible to:	CEO
Location:	Home based/Hybrid working, North London
Salary:	£9360 per annum. 1 year fixed contract.
Hours per Week:	Part time, 15 hours a week. Flexible arrangements can be accommodated.

Application process: Fill our online application on our website. Please call 07507510054 or email info@zubedawelcome.org if you wish to discuss the role further.

About

Zubeda Welcome is a recently 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:

We are looking for an enthusiastic and driven individual who is keen to work with a values-based organisation and develop a career within the charity sector. You will play a vital role in supporting the Operations Team by carrying out a range of generalist administrative duties, assisting with the day-to-day support of the CEO. The role is multi-faceted and will involve assisting with communications, technology projects as well as stakeholder management and volunteer liaison.

Main Duties and Responsibilities include:

1. Using Google Workspace as default system for work (Google Docs, sheets etc.)
2. Record keeping, writing up meeting notes
3. Access charity emails to gather beneficiary application forms.
4. Ensure all relevant documents have been submitted.
5. Follow up on any missing information.
6. Call to verify beneficiaries and gather any further details - speaking (Arabic, Dari, Pashto, Kurdish, Farsi, Turkish, Urdu, Spanish etc)
7. Assess the application using the Assessment form.
8. Update Beneficiary database
9. If there are references, ensure they are followed up.
10. Contact existing institution (already on the system) to place beneficiary.
11. Contact the beneficiary to inform them of the process of the application and the final decision.
12. Send beneficiaries a copy of funding agreement, with an agreed date of when final teacher report, attendance register beneficiary surveys will be due.
13. Send madrasa providers an email to state the date agreed with beneficiary for when school report and attendance register will be sent to ZW and when monitoring visits will take place
14. Administer beneficiary and service provider questionnaire and manage responses

15. Keep an updated record of Key Performance Indicators (KPI) and manage madrasa tracker
16. Maintain tools policies, templates are kept up to date
17. Maintain all bookkeeping is kept up to date
18. Liaise with managers of Finance, Social Media, Website, Volunteers, Events, Fundraising etc and report back to CEO as/when necessary
19. Manage donor contacts and correspondences
20. Manage all form submissions from the website
21. Assist in management of donor reports on website and crowdfunding platforms
22. Managing finances, booking keeping, invoice management for madrasas, gift aid- liaising with accountant to do annual reports for Charity Commission
23. Managing record of charity expenses and income on spreadsheets
24. Monitoring expenditure and balances of zakat, sadaqah and donations
25. Managing utilities, subscriptions and platform accounts
26. Managing and renewal of insurances and subscriptions
27. Assisting with upcoming grants and bids relevant for Zubeda Welcome
28. Assist in recruitment of service providers and service users
29. Assist in management of virtual "whatsapp community hubs"
30. Assist in establishing physical office hubs, reaching out to businesses, charities, institutions
31. Order merchandise, marketing and office materials as and when required
32. Assist in distribution of Zubeda Welcome leaflets community hub
33. Performing general administrative tasks as needed
34. Answering and directing phone calls
35. Responding to emails and maintaining correspondence
36. Scheduling and arranging appointments.
37. Filing and organising documents
38. Data entry and maintenance of electronic databases
39. Any other duties assigned by the Company.
40. Providing administrative support to the Employer and other staff members as required
41. Maintaining accurate and up-to-date records, files, and databases
42. Handling incoming and outgoing correspondence and phone calls
43. Preparing reports, presentations, and other documents as required

Person specification:

Personal qualities

- Ability to multitask and prioritise work according to charity needs
- 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

Skills and knowledge

- Strong communication skills, both written and oral
- Drive and the ability to organise 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
- Tenacity to undertake and deliver a repetitive task
- Excellent IT and organisation skills
- Ability to work effectively and smoothly across all teams and functions

Experience

- Use of Google Workspace and able to complete common workplace activities using cloud-based tools to create and share documents, spreadsheets, presentations, and files
 - Use of Microsoft packages and databases
 - Experience of working in an office environment
 - Good all round administrative experience and customer service
 - Volunteer management knowledge would be a bonus
 - Spoken and written skills in other languages would be a bonus to engagement (Arabic, Dari, Pashto, Kurdish, Farsi, Turkish, Urdu, Spanish etc)
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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 organisations 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 unauthorised 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.