

Islamic Relief Australia Job Description

POSITION:Orphan Sponsorship Officer

LOCATION:Sydney, NSW

REPORTING TO: Supporter Services and Systems Manager

Dotted Reporting Line: Programs Director

EMPLOYMENT STATUS:Part Time

ABOUT ISLAMIC RELIEF:

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of race, political affiliation, gender or belief. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a well-known and respected aid agency providing disaster relief and supporting the sustainable development of vulnerable communities in over 40 countries. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and is an implementing partner for DFID, ECHO, the World Food Programme and UNHCR.

Islamic Relief Australia (IRAUS) is member of the global Islamic Relief group of collaborating relief organisations that share a common vision, mission, and family identity, and all of which use the term “Islamic Relief” as part of their organisational name. Islamic Relief Australia has an annual turnover of approximately \$15 million and employs 19 staff and over 150 volunteers throughout Australia to support local and international emergency, welfare and development projects, as well as fundraising and advocacy work.

Islamic Relief Australia has a diverse portfolio of humanitarian, welfare and development projects being directly implemented by Islamic Relief staff and volunteers or through partnerships with local not-for-profit and community-based organisations. Islamic Relief Australia is an active member of the Australian Council for International Development (ACFID) and adheres to the ACFID Code of Conduct which defines minimum standards of governance, management and accountability of development for non- government organisations (NGOs).

PURPOSE OF THE POSITION:

This is a vital supporter-facing role, providing an excellent level of service to Islamic Relief’s supporters in line with the standards set out in Supporter Care framework. The job holder will play a key role in ensuring all communications with supporters are of the highest possible standard, that enquiries are handled efficiently and promptly, maintaining accurate financial records and supporter records on the database, ensuring that the information held is accurate, appropriate and up to date. This involves handling both general and orphan related enquiries (in all formats), and the administration of IRAUS orphans one to one sponsorship program.

KEY ACCOUNTABILITIES:

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff:

1. Orphan Sponsorship Administration

- Completion of biodata and progress reports in the agreed format and set time.
- Administer new sponsorships via all income streams.
- Administer orphans' cancellations by supporters and field offices.
- Maintain email, paper and electronic filing systems relating to all orphans and child welfare work, including current and archived information.
- Verify sponsorship payments are up to date and take appropriate action.
- Generate monthly regular giving and annual orphan's sponsorship payment notifications.
- Administer sponsorship terminations and liaise with donors and offer alternative sponsorship options.
- Administer orphan renewals, terminations and allocations across all income streams.
- Monitoring of sponsorship payments across all income streams.

2. Supporter Relations

- Handle all orphan related enquiries by telephone, letter and email and bring the enquiries to conclusion. Maintain the orphans' enquiry inbox effectively and in a timely manner.
- Ensure that enquiries are handled within agreed standards. Entering supporter details and particulars of enquiries onto Raisers Edge database software, responding to these enquiries verbally and/or by using standard or drafting tailored written responses, dispatching leaflets, and information packs.
- Address donor concerns and complaints effectively and escalate to the Orphan Sponsorship Coordinator as required.
- Liaise with donors with regards to resolving any payment issues.
- Respond to and resolve supporter complaints, identifying and applying improvements to avoid repeating issues causing complaints, where possible.

3. Database Administration and Quality Assurance

- Ensure records on Raisers Edge database are accurate and up to date.
- Access and update the Al Yateem system as necessary.
- Assess service outputs proactively and systematically to assure high quality delivery, ensuring appropriate action is taken to correct and avoid errors.
- Ensure processes and procedures are in place, documented and maintained.
- Ensure all templates are reviewed and kept up to date regularly.

4. Relationship with Programs

- To help and assist Programs Director on annual OSP proposal.
- Weekly updates on the number of sponsorship (New & termination).
- Report on ongoing issues and challenges with IRW and find a way to resolve it.
- To assist Programs Director on finalisation of quarterly OSP payments.
- Log and liaise with Islamic Relief Worldwide and field offices via programs team to raise concerns or report any issues.

General

- Effectively deal with complaints, ensure learning from complaints is taken on board, implement and develop processes for monitoring and report against IR's centralised complaints procedure.
- Work flexibly according to the demands of the organisation and carry out any duties, assigned by Supporter Relations Manager including managing and taking part in live appeals when required.
- Support the call centre by assisting in taking call centre donations in busy periods when call volumes are high.
- Participate in meetings and working groups when requested by line manager and to ensure that decisions from any meetings are followed up.
- Contribute to the effective and efficient running of Islamic Relief such as participation, in staff forums and meetings where appropriate.
- Adhere to Islamic Relief's policies and procedures.
- Represent Islamic Relief to the wider community as appropriate to role and authority.
- Treat all colleagues, volunteers, and members of the public with dignity and work within and adhere to Islamic Relief's equal opportunities statement and policies. Ensure professionalism and credibility at all times.
- Undertake any other tasks or projects as deemed appropriate by the line manager within the scope of the role.
- To upkeep the reputation and values of Islamic Relief at all times.

KEY RESPONSIBILITIES AND DUTIES

The post holder will be:

- Responsible for ensuring that income data on Raisers Edge and Salesforce is accurate, updated and accessible.
- Ensuring that records are kept accordance with legal/statutory guidelines for financial audit requirements.
- Maintain email, paper and electronic filing systems relating to all donation related work including current and archived information.

KEY RELATIONSHIPS AND AUTHORITY

- Member of the Supporter Services and Systems team (SCS)
- Member of programs team, for matters relating to OSP.

PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and sympathy with the Islamic values and principles as well as commitment to Islamic Relief's vision and mission.

Essential Criteria

1. Knowledge, Skills and Qualifications

- Excellent verbal and written communication skills.
- Good levels of computer skills with experience of working with databases and competent.

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- in Microsoft Office applications such as Word, Excel, and Power Point.
- Ability to work unsupervised and a part of a team.
- Ability to work in a methodical manner, with attention to detail.
- Ability to plan, prioritise and deliver on tight timescales and work under pressure.
- Ability to input data accurately and efficiently.
- Strong empathy for the aims and work of Islamic Relief.

2. Desirable

- Experience in providing high level of customer service and relationship building work.
- Experience in office administration and / or data entry work.
- Demonstrated experience in:
- Various software applications including Office 365, Word, Excel and PowerPoint.

3. Personal qualities

- Highly ethical and respectful towards the organisation's values and culture, its staff, volunteers and all stakeholders.
- Ability to cultivate and maintain effective teamwork and collaborative relationships.
- High level of accountability and transparency.
- Can do attitude and positive outlook.
- Dependable and timely