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| Job Title: | Administration Support Officer (IGM) |
| Department: | IGM |
| Location: | United Kingdom |
| Reports to: | Head of Income Generation and Marketing |
| Line Management Responsibility: | None |
| Budgetary Responsibility: | None |
| 7reChild Safeguarding Level: | <p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p> |

Job Purpose:

This role will provide day-to-day administrative support and project support to the department head and the overall team to ensure the successful delivery of the organisation's operations in an efficient manner. This role will focus on generating reports, tracking progress, and ensuring all the necessary processes relating to compliance, finance and HR are completed in a timely and accurate manner.

Main Responsibilities:

1. Develop a thorough understanding of Muslim Aid's work areas in order to ensure strategic linkages / appropriate dissemination of information or assignment of actions.
2. Develop, maintain and review administrative systems to achieve maximum efficiency and to have high-level exposure across the organisation including admin, finance, IT, HR, supporter services, IP, comms etc.
3. Prepare purchase orders and document payments according to Muslim Aid's financial procedure and in conjunction with the Finance team to ensure speedy payment of invoices for internal / external stakeholders.
4. Undertake small-scale project work including researching, analysing and recommending next steps.
5. Assist the Head of Income Generation and Marketing with the preparation of PowerPoint presentations, documents, briefing papers, action points and reports as requested and to track work across all relevant departments to ensure the nominated Manager undertakes action within the agreed timeframe.
6. Provide administrative support to Head of Income Generation and Marketing in preparing and drafting correspondence, booking meetings, minute-taking, planning and supporting events, organising travel and preparing travel itineraries and relevant tasks as required by the Head of Income Generation and Marketing.
7. Support IGM managers in ensuring all compliance and legal checks on suppliers, consultants and stakeholders are undertaken and documented in a timely manner.

8. Undertake full inbox and extensive diary management, ensuring an effective use of time and preparation
9. of information in advance. Sort, redirect and action emails and review an effective 'bring up' system to brief and prepare the Head of Income Generation and Marketing for meetings / events.
10. Be the gatekeeper and first point of contact to stakeholders, assessing priorities, redirecting calls, enquiries, and face to face meeting appointments.

Other

1. To ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
2. To comply with all policies, procedures, legal and regulatory requirements.
3. Ensure compliance with the Fundraising Regulator and the new GDPR guidelines.
4. Keep up-to-date with fundraising regulation and advice on relevant changes to manage the organisation's practices accordingly.
5. Attend IGM events / activities and support as required by the department.
6. Any other duties commensurate with the accountabilities of the post

Continue to next page for the Person Specification

| Person Specification | | |
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| | Essential / Desirable | Assessment Stage |
| Qualifications: | | |
| Educated to Bachelor's degree level. | Desirable | Application |
| Experience & Knowledge: | | |
| Experience of organising and coordinating meetings and events. | Essential | Application and Interview |
| Proven office administrative experience. | Essential | Application and Interview |
| Prior PA or Secretarial experience. | Desirable | Application and Interview |
| Proven experience supporting senior leaders. | Essential | Application and Interview |
| Knowledge and understanding of GDPR and regulation. | Essential | Application and Interview |
| Experience of working within the Income Generation and Marketing Team. | Desirable | Application and Interview |
| Skills & Abilities: | | |
| Ability to manage your time and prioritise tasks to meet deadlines and maintain a structured workflow. | Essential | Application and Interview |
| Excellent written and verbal communication skills. | Essential | Application and Interview |
| Ability to create, organise, and maintain both physical and digital records, ensuring easy retrieval and secure storage. | Essential | Application and Interview |
| Ability to utilise task management tools to track progress, set reminders, and monitor completion of tasks and projects. | Essential | Application and Interview |
| Ability to analyse data and metrics to identify opportunities for process improvement and increased efficiency. | Essential | Application and Interview |
| Ability to effectively communicate with team members and all stakeholders to relay information and ensure alignment on goals and objectives. | Essential | Application and Interview |
| Ability to be flexible and adaptable to changing priorities and be able to quickly adjust plans and schedules as necessary. | Essential | Application and Interview |
| Ability to identify issues and bottlenecks in workflows and propose solutions to overcome them. | Essential | Application and Interview |
| Ability to pay meticulous attention to detail in all tasks, from proofreading documents to ensuring accuracy in data entry. | Essential | Application and Interview |
| Ability to recognise critical tasks and prioritise them appropriately to ensure that the most important work gets done first. | Essential | Application and Interview |

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| Ability to handle multiple tasks and projects simultaneously, maintaining a high level of productivity without compromising quality. | Essential | Application and Interview |
| Ability to find innovative ways to optimise processes and resources for improved organisational efficiency. | Essential | Application and Interview |
| Be proficient in using a variety of software and tools, including office suites, project management software, and database systems. | Essential | Application and Interview |
| Work collaboratively with colleagues, contributing to a positive and efficient team dynamic. | Essential | Application and Interview |
| Provide excellent customer service to internal and external stakeholders, ensuring their needs are met promptly and efficiently. | Essential | Application and Interview |
| Manage budgets and expenses related to projects or departmental activities. | Essential | Application and Interview |
| Commitments: | | |
| Commitment to Muslim Aid's mission, visions and values | Essential | |
| Commitment to Muslim Aid's ethos | Essential | |
| Commitment to equality of opportunity and diversity | Essential | |
| Commitment to Muslim Aid's Global Safeguarding Policy | Essential | |

You will display the competencies below :

| Competencies | Definition |
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| Team working | Co-operates with and respect colleagues to exceed up and beyond individual efforts. |
| Communication | The ability to listen, express and communicate information effectively. |
| Performance Management | Delivery of organisation objectives through effective setting of SMART personal goals and team goals. |
| Results Focused | Getting the job done in an efficient way through effective time, task and financial management. |
| Leadership | Inspiring, supporting and developing others to achieve outstanding levels of performance. |
| Innovation & Continuous Improvement | Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives. |

Please signify your acceptance of this job description by signing below and returning a copy to HR

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| Employee signature: | | Employee Name: | | Date: | |
| Line Manager Signature: | | Line Manager Name: | | Date: | |