

<b>Job Title:</b>	Strategic Support Officer
<b>Department:</b>	Strategy
<b>Location:</b>	London
<b>Reports to:</b>	Head of Strategy
<b>Line Management responsibility:</b>	None
<b>Budgetary Responsibility:</b>	None
<b>Child Safeguarding level:</b>	<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 is crucial in supporting the Head of Strategy in developing the organizational strategy and operational plans, making sure that everything stays on track.

This will include assisting in monitoring the progress of strategic planning, planning workshops to facilitate internal communication and learning, but also supporting in routine day-to-day tasks including scheduling, managing the flow of, filing, archiving and securing of important/confidential information, facilitating smooth and effective communication with relevant stakeholders and by providing administrative support on small-scale projects.

We need someone who is a quick learner, proactive, and can adapt quickly. Your work directly impacts the future strategic direction of Muslim Aid.

**Key Accountabilities:**

1. Assist in the development and implementation of organisational strategies and plans.
2. Support in the monitoring of key deliverables against identified indicators in the operationalisation of the strategy, including effective coordination with relevant departments to ensure milestones are met.
3. Assist the Head of Strategy with the preparation of reports for senior management to track work across the charity and ensure timely updates and information sharing to allow for effective decision making.
4. Undertake small-scale project work including researching, analysing and recommending next steps.
5. Where necessary, read, research, and summarise documents, reports, and articles, advising the Head of Strategy on current sector developments.
6. Prepare presentations, documents, briefing papers, minutes, as requested by Head of Strategy to support internal and external communication on strategic objectives and progress.
7. Establish effective internal and external communication channels with relevant stakeholders.
8. Develop a thorough understanding of Muslim Aid's work areas in order to ensure strategic linkages/appropriate dissemination of information or assignment/follow up of actions.
9. Analyse data and metrics to provide insights and identify opportunities for improvement or innovation.

10. Support in the planning and delivery of events and workshops.
11. Provide general administrative duties including diary management, booking meetings, organising travel and preparing travel itineraries.
12. Act as first responder to all queries, questions or concerns raised by stakeholders.
13. Develop, maintain and review the Head of Strategy's admin systems to achieve efficiency, including an appropriate filing and email archive system to enable prompt discovery and request fulfilment.
14. Manage the Head of Strategy's purchase orders and logging spend so as to ensure effective internal budget tracking.

**Other**

1. Maintain and store all records in line with MA document management and IT policies.
2. Ensure compliance with all policies, procedures, legal, and regulatory requirements.
3. Perform any other duties commensurate with the accountabilities of the post.
4. Some local/international travel may be required in relation to the role in support of the Head of Strategy.

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Person Specification		
	Essential / Desirable	Assessment Stage
<b>Qualifications:</b>		
Educated to Bachelor's degree level.	Essential	Application
<b>Experience &amp; Knowledge:</b>		
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.	Desirable	Application and Interview
Knowledge and understanding of GDPR and regulation.	Desirable	Application and Interview
<b>Skills &amp; Abilities:</b>		
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
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
<b>Commitments:</b>		
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 Safeguarding Policy and Procedure.	Essential	

You will display the competencies below :	
Competencies	Definition
Team working	Collaborative and co-operative approach to engaging with internal and external stakeholders.
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					
Employee signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	