



Job Description: Administrative Officer

Post: Administrative Officer

Status: Part-Time, 3 days/week (based at the DH Foundation office)

Responsible to: Senior Management Team

Salary: £25,000 per annum pro-rata (full-time equivalent)

DH Foundation is a Muslim charity based in the UK. The charity operates in Bangladesh, aiming to alleviate poverty and suffering amongst the vulnerable and needy. DHF is currently recruiting for an Administrative Officer to assist with the day to day running of the charity's operations.

Working closely with senior management, staff and trustees, the Administrative Officer will need to communicate effectively with staff, volunteers, suppliers, and donors to provide general assistance in various areas of operations. Excellent organisational skills, the ability to prioritise to achieve internal deadlines, and an attention to detail are critical for this role.

Duties

- **Governance:**
 - Implementing required policies and procedures, for which the trustees and senior management have oversight, related to all aspects of the charity's work.
 - To ensure compliance with all statutory obligations and industry standards, striving for excellence in all areas of the charity's work.

- **Working with People:**
 - To provide support to the charity's staff and to ensure its operations are effective and its performance is efficient.

- **Fundraising and External Relations**
 - To raise the profile of the charity with donors, stakeholders and the wider public, helping to generate income so that the charity is able to fulfil its aims and objectives.
 - To maintain existing relationships and establish new relationships with Mosques, external organisations, donors and supporters.
 - To oversee the publications of the charity's report and external communications.
 - Assisting in the collection, counting and banking of cash from donations.
 - Managing external communications to supporters and clients.
 - Managing website updates (liaising with web team) and handling email enquiries.
 - Managing of online fundraising pages.
 - To work with the Finance Team to reconcile income/expenditure per bank statements.
 - Managing collection cans, appeals and fundraising collections, maintain accurate records, and issue thank you letters, receipts and certificates.
 - Support the Fundraising Officer with social media posts where required.

- **Planning:**
 - To assist with the planning, implementation and monitoring of the charity's international relief and development programmes.

- **General Duties:**
 - Provide admin support and associated tasks; prepare routine correspondence as required.
 - Communicating effectively with senior management, staff, volunteers, suppliers and donors.
 - Dealing with donor/supplier queries effectively via all means of communications including email or by telephone.
 - The above list is not exhaustive, and you may be required to take on additional duties within the remit of the role.

Person Specification

- Understanding of general financial management.
- A proactive self-starter - the ability to take initiative and work independently is paramount.
- Excellent written and verbal English.
- Knowledge of spoken and written Bangla is required.
- Detail and compliance orientated, used to working to tight deadlines.
- The ability to occasionally adapt working hours to meet the requirements of the organisation.
- Excellent verbal and written communication skills, a confident communicator.
- Able to manage a diverse and demanding workload.
- Effective time management skills with an ability to solve problems.
- Keen to learn, strive for continuous improvement and make a difference.
- Passionate about DH Foundation's mission.

Experience

- Experience of working in an administration role.
- Experience of working with mosques and the community maintaining good public relations.
- Non-profit sector exposure highly beneficial.
- Reporting experience with an analytical, problem-solving mindset along with a natural orientation towards improving systems, processes to drive efficiency and productivity.
- Experienced in the use of MS office and other related IT systems in the modern workplace.

This post is subject to a Disclosure and Barring Service (DBS) check.

The closing date for applications is 21st November 2023, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to info@dhfoundation.org.uk

Please ensure that you address how you satisfy the criteria in the person specification in your covering letter.