

Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

Post:	Feedback Team Officer
Status:	Full-Time (based at the Ummah Welfare Trust Head office in Bolton)
Hours:	37.5 hours/week
Responsible to:	Feedback Team Manager
Salary:	£18,525 - £20,000 (Depending on experience)

Job Description

This role will involve the coordination, management and administration of Ummah Welfare Trust's sponsorship and construction projects, and the delivery of their feedback.

As a member of the Feedback Team, you will be liaising with the charity's international teams and partners as well as the various local departments to provide an exceptional service to our beneficiaries and donors.

Primary Duties of the Position:

- To assist in the management of the organisation's one-to-one Orphans' and Hifdh's sponsorship programmes.
- To assist in the management and preparation for feedback of Ummah Welfare Trust's water wells, masjid programmes and house projects.
- To provide one-to-one feedback to all donors in line with Ummah Welfare Trust's reporting timescales.
- To manage feedback enquiries from donors, partner organisations and team members.
- To represent Ummah Welfare Trust professionally and appropriately at all times.
- To maintain and improve data management for one-to-one projects.
- To ensure the consistent application of Ummah Welfare Trust's policies as they apply to the conduct of this role.
- To provide administrative support to other departments as and when required.

Person Specification

Essential

- Excellent interpersonal and communications skills.
- Self-motivated, able to work on own initiative and trustworthy.
- Able to work as a team player.
- To have a flexible approach to work.
- Sympathetic to the aims and objectives of the Trust.
- Strong proficiency in Microsoft Excel and Word.

Desirable

- Working knowledge/experience of (Word/Excel) VBA development.
- Experience of working in the voluntary/charitable sector.
- Bilingual or multilingual.
- Experience in office administration.

Application Deadline: Sunday 14th November 2021

Apply by email with your CV and Covering Letter to:

Email: muhammad.gani@uwt.org

Candidates will be evaluated on a first-come-first-serve basis. Only short-listed candidates will be contacted.