

# Job Description

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



Reg. Charity No. 1000851

<b>ROLE</b>	<b>Feedback Team Officer</b>
<b>STATUS</b>	<b>Full-time</b> (based at the head office in Bolton)
<b>HOURS</b>	<b>37.5 hours/week</b>
<b>RESPONSIBLE TO</b>	<b>Feedback Team Manager</b>
<b>SALARY</b>	<b>£19,305 - £21,000 (Depending on experience)</b>

## THE ORGANISATION

Ummah Welfare Trust is a UK-based international relief and development charity established in 2001. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world.

The rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Ummah Welfare Trust works under the guidance of scholars who ensure that the charity's role as a trustee is always fulfilled. Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability. The charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

## THE ROLE

This role will involve the coordination, oversight 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.

## MAIN DUTIES

- To assist in the coordination, administration & preparation of the organisation's one-to-one Orphan and Hifdh sponsorship programmes
- To assist in the coordination, administration & 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 resolve feedback enquiries from donors, partner organisations and team members
- To represent Ummah Welfare Trust professionally and appropriately at all times
- To maintain, improve & organise data for one-to-one projects
- To ensure the consistent application of Ummah Welfare Trust's policies in relation to this role
- To provide administrative support to other departments as and when required

## PERSON SPECIFICATION

CATEGORY	CRITERIA	REQUIREMENT
<b>Qualifications</b>	Qualified to A'Level or NVQ level 3	Desirable
<b>Experience</b>	Working knowledge/experience of (Word/Excel) VBA development	Desirable
	Experience in office administration	Desirable
<b>Skills / Abilities</b>	Excellent interpersonal and communications skills	Essential
	Self-motivated, able to work on own initiative and trustworthy	Essential
	Able to work as a team player	Essential
	To have a flexible approach to work	Essential
	Strong proficiency in Microsoft Excel and Word	Essential
<b>Knowledge and understanding</b>	Bilingual or multilingual	Desirable
	Demonstrated knowledge and experience of the humanitarian and non-profit policy sector	Desirable
<b>Other</b>	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	The ability to occasionally adapt working hours to meet the requirements of the organisation.	Essential
	Hold a valid UK driving license and have full access to your own car.	Desirable

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

The closing date for applications is **31<sup>st</sup> August 2022**, 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 [vacancies@uwt.org](mailto:vacancies@uwt.org)

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

For more information or discussion about the role please contact: 01204 661048 or email

[muhammad.gani@uwt.org](mailto:muhammad.gani@uwt.org)