

Job Description

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



Reg. Charity No. 1000851

ROLE	Customer Services Assistant – Bolton Head Office
STATUS	Full-time
HOURS	37.5 hours (Mon - Fri)
RESPONSIBLE TO	Customer Services Manager
SALARY	£19,305 per annum

THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such 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

Ummah Welfare Trust is looking for an enthusiastic, person focussed Customer Services Assistant to provide a quality service to our donors, visitors, customers, and members of the public.

The postholder will mainly respond to all queries and accept donations. Ultimately, they will ensure that every individual that they assist is left satisfied and happy.

MAIN DUTIES

- To answer telephone calls and email queries from donors and the general public;
- Monitor and respond to donations that have not been processed;
- Assist in the resolution of customer complaints;
- Assist in producing relevant reports (training will be provided);
- Monitor & sort office post;
- Order and raise purchase orders for stationery and other necessary items;
- Carry out reception duties (i.e. Receiving visitors, accepting small to medium sized deliveries etc.);
- Assisting the Customer Service Manager in carrying out his duties;
- Liaise with other relevant UWT departments on relevant tasks (i.e. Warehouse, Recycling department etc.) and external contractors (i.e. Plumbers, electricians, builders etc.);
- Assist in setting up UWT events;
- Attend and assist at the annual staff & volunteers' meetings;
- General office duties; and
- All other duties that are commensurate to the post.

PERSON SPECIFICATION

<i>CATEGORY</i>	<i>CRITERIA</i>	<i>REQUIREMENT</i>
Qualifications	Grade 5 (C) in GCSE Maths and English	Desirable
Experience	Worked or volunteered in a customer focussed role	Desirable
Skills	Excellent telephone manners - with good oral and written communication skills	Essential
	Good organisational skills with the ability to prioritise work	Essential
	Ability to work under pressure and to tight deadlines during busy periods	Essential
	Friendly, helpful team player with a very flexible approach to work	Essential
	Take pride in delivering an excellent service	Essential
	Medium level competency in Microsoft Word & Excel	Essential
	Basic grasp of some of the following community languages (i.e. Urdu, Bengali, Gujarati, Arabic etc.)	Desirable
Other	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	Occasionally adapt working times to meet the requirements of the organisation	Essential
	Hold a valid UK driving license	Desirable
	Residing in Bolton	Desirable

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

The **closing date for applications is 19th February 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 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