

Job Description

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



Reg. Charity No. 1000851

ROLE	Ramadhan Call Centre Staff (multiple vacancies)
STATUS	Fixed Term: Ramadhan 2024 – Bolton Head Office
HOURS	Individual Shifts & Hours will vary to cover 9am -12 midnight
RESPONSIBLE TO	Customer Services Manager
SALARY	National Minimum Wage

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 **requires a number** of enthusiastic Call Centre Staff during the month of Ramadhan to support the team during its peak period.

The main purpose of this role is to provide a quality service to our donors, visitors, internal and external staff. The postholder will process donations, respond to queries, complete each assigned task competently and within acceptable timescales. Ultimately, they will ensure that every individual that they assist is left satisfied and happy.

MAIN DUTIES

- Primary role to answer telephone calls and provide a quality first point of contact.
- To dispense correct information related to projects and payment methods.
- Accept & process donations in line with the UWT's procedures, including face to face.
- Printing receipts & certificates.
- To update donors' records when required.
- Responding to Failed donations.
- Assist in the resolution of donor complaints.
- Reporting any system issues to the line manager and the relevant department when necessary.
- Assist in carrying out reception duties, including accepting small to medium deliveries.
- Internal departmental communications - face to face, email and/or telephone.
- Assist with post and mailshot.
- Any other duties that are commensurate with this post.

PERSON SPECIFICATION

<i>CATEGORY</i>	<i>CRITERIA</i>	<i>REQUIREMENT</i>
Skills, Knowledge & experience	Excellent telephone manners	Essential
	Good interpersonal, oral and written communication skills	Essential
	Good organisational skills with the ability to prioritise work	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)
	Worked or volunteered in a customer focussed or office administration role	Desirable
Attitude & ability	Friendly, helpful team player with a very flexible approach to work and work times	Essential
	Take pride in delivering an excellent service	Essential
	Ability to work under pressure and to tight deadlines during busy periods	Essential
Other	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	Residing in Bolton	Desirable

The closing date for applications is **20th February 2024**, although the position may close sooner if the right candidates are found.

To apply for this role, please email your CV to vacancies@uwt.org

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

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