

Job Description

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



Reg. Charity No. 1000851

ROLE	Feedback Team Assistant
STATUS	Full-time (based at the head office in Bolton)
HOURS	37.5 hours/week
RESPONSIBLE TO	Feedback Team 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 ensure 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 at 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
Qualifications	Qualified to A Level or NVQ level 3	Desirable
Experience	Working knowledge/experience of (Word/Excel) VBA or Office Scripts development	Desirable
	Experience in office administration	Desirable
Skills / Abilities	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
Knowledge and understanding	Bilingual or multilingual	Desirable
	Demonstrated knowledge and experience of the humanitarian and non-profit policy sector	Desirable
Other	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 **30th April 2025**, although the position may close sooner if the right candidate is found. Candidates will be evaluated on a first-come-first-serve basis. Only short-listed candidates will be contacted.

To apply for this role, please email your CV and Covering Letter to vacancies@uwt.org. Please **quote the reference “FB0425” in the subject line** of your email to ensure your application is properly considered.

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 661041 or email hamzah.essack+fb0425@uwt.org