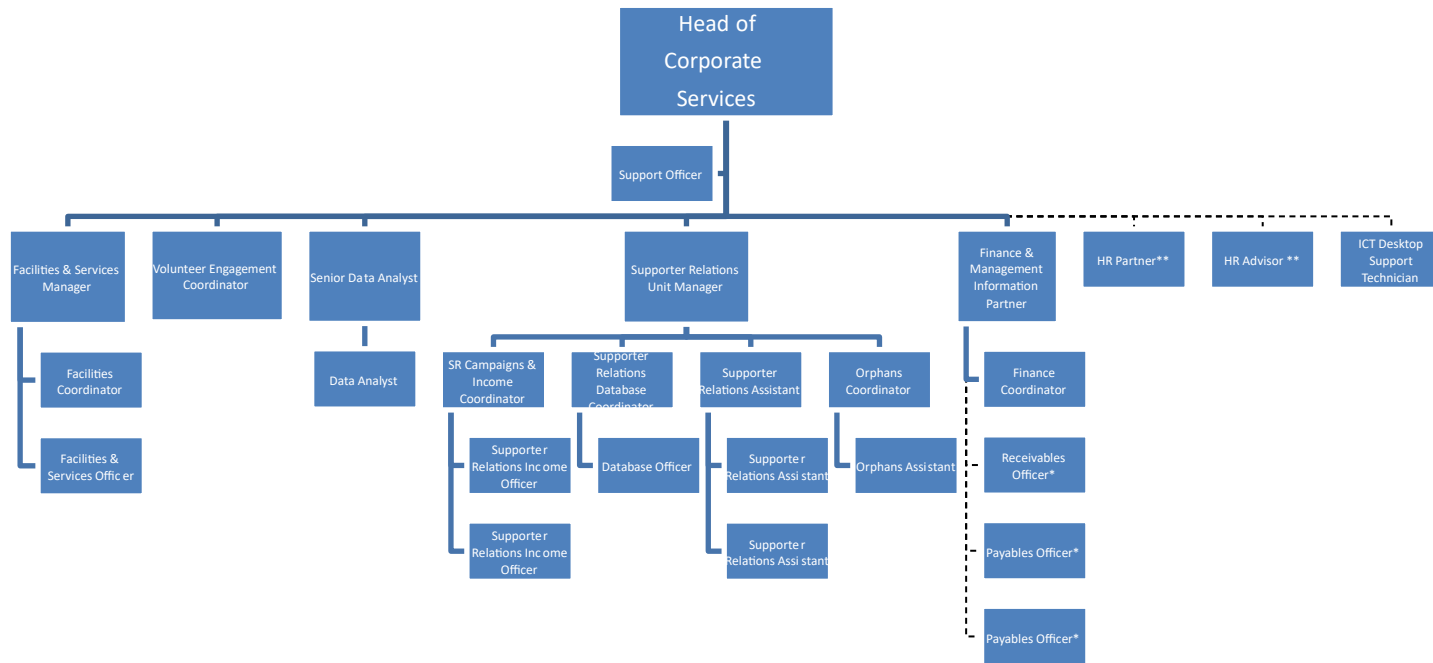


**Islamic Relief Worldwide
Islamic Relief UK**

Support Officer - Corporate Services

BASE LOCATION:	London – Waterloo
REPORTING TO:	Head of Corporate Services
LINE MANAGEMENT RESPONSIBILITIES:	N/A
<p>PURPOSE OF DIVISION (IRUK):</p> <p><i>Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of colour, race or religion. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a key, well known and respected aid agency in disaster relief and the ongoing development of people in over 30 countries. It specialises in Education & Training, Health and Nutrition, Water & Sanitation, Income Generation, Orphans’ Support, Emergency Relief and Disaster Preparedness. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and is an implementing partner for FCDO, ECHO, the World Food Programme and UNHCR.</i></p> <p><i>Islamic Relief UK (IRUK) is a Strategic Business Unit (SBU) that is part of Islamic Relief Worldwide. IRUK’s focus is strengthening effective funding, mobilising for change through advocacy and awareness-raising, and strengthening programme development and delivery. IRUK works with various partners and institutions, from governments, non-governmental organisations and local authorities to grassroots communities.</i></p> <p>PURPOSE OF DEPARTMENT (Corporate Services):</p> <p>The Corporate Services Department of IRUK is responsible for the provision of robust support services (this includes HR, ICT, Finance/Accounts, Facilities Management, Data, Supporter Relations and Volunteer Engagement) to the SBU so it can deliver its strategy successfully. It is also responsible for continuously monitoring IRUK’s performance and developing systems, policies and procedures to ensure it maintains a high level of operational efficiency.</p>	
<p>JOB PURPOSE:</p> <p>To provide a comprehensive administrative and office management support to the Head of Corporate Services and the department. To establish and maintain effective communication with all departments/units and between offices and other functions of IRUK where relevant. Provide support to Corporate Services activities and projects and to help ensure effective delivery of corporate services strategy and work plan.</p>	

Department Structure



KEY WORKING RELATIONSHIPS

- Reports to the Head of Corporate Services.
- Works closely with SMT, Managers and staff in Corporate Services.
- Liaises at all levels with staff within the organisation.

SCOPE AND AUTHORITY

Scope of the Role:

- Provides administrative and secretarial support to the Head of Corporate Services.
- Set up and maintain effective systems for collecting, collating, reporting data and relevant information as required by Islamic Relief.
- Carry out research to aid the development of new of initiatives.
- Assist with the co-ordination and communication of departmental activities
- Provides support to Volunteer Engagement and other CSD functions as and when required

Responsibility for Resources:**KEY ACCOUNTABILITIES**

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

1. Key Accountability 1: To provide administrative support to the Head of Corporate Services, and to the wider department when required

- To manage the Head of Department's (HoD's) diary and appointments, ensuring effective use of time and preparation of papers and information in advance.
- To filter incoming mail, sorting, redirecting and taking action as appropriate.
- To carry out a range of administrative tasks including preparing and/or drafting correspondence, photocopying, filling, making travel arrangements.
- Support the management and co-ordination of Corporate Services projects
- Monitor and report on the Corporate Services strategy and work plan.
- To work cooperatively with colleagues in the Corporate Services Department and ensure timely communication of work activities where required.
- To advise the Head of Corporate Services of impending work deadlines for both internal and external commitments, e.g. reports, presentations, conferences, projects.
- To assist with monitoring departmental expenses and income, processing and coding of invoices and expenses.
- To organise internal and external meetings and teleconferences, including booking venues, arranging accommodation, preparing agendas for meetings and following up actions.
- To prepare and update presentations and documents where required for the Head of Department.

2. Key Accountability 2: Support wider departmental activities

- To take part in regular briefings about the Corporate Services Department's activities and disseminate information to staff where appropriate
- Lead on timely updates to department page on IR Connect (Intranet page) with relevant information to be available to all staff.
- Help prepare procedures and guidelines for planning and executing events.
- Collate and analyse data from various Corporate Services activities.

- Assist with developing report templates for all departmental activities.
- Ensure reports are completed according to agreed timescales
- To ensure appropriate systems and processes are developed and maintained to support effective and efficient day to day running of the Corporate Services Department.
- To ensure the smooth flow of information around Corporate Services, including action monitoring to achieve deadlines and project milestones.
- Work closely with Volunteer Engagement Coordinator to support delivery of the strategic objectives and aims pertaining to this area of work.
- Act as a coordinator to Staff Engagement Working group, supporting with the development of an annual activities plan and its execution in line with the organisational culture vision and objectives.

3. Key Accountability 3: Internal / External Communication

- To liaise effectively with internal units / departments and external organisations as and when required.
- Liaise with external bodies as and when required.
- Liaise with suppliers and external partners as when required.

Other

- Have an awareness of work pressures on other administrative colleagues and proactively offer to assist where workload allows for this.
- Communicate courteously with internal / external stakeholders by telephone, emails and face to face, building positive relationships, responding to issues and progressing queries to a successful conclusion at the earliest time.
- To respect the contributions of colleagues and work positively in a diverse environment.
- Understand and comply with all relevant legislation, Islamic Relief policies and procedures.
- Take direction on projects and priorities, which may vary from time to time.
- Be self-serving and act on own initiative where necessary.
- Be flexible within the broad remit of the post and operate to the required competency level

PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to IRW's vision and mission.

Essential

Experience:

- Substantial experience working as an Administrator/PA providing support to a Head of Department / senior manager.
- Demonstrable experience in attending and minuting managerial / executive meetings and assisting with the production of reports.
- Proven experience of working with budgets and strategy and maintaining financial records.
- Proven experience of diary and correspondence management.
- Experience of successfully providing full administrative support to a busy department including collating, monitoring and disseminating information to stakeholders.

Skills:

- Excellent organisational and administration skills.
- Strong written communication skills necessary to draft letters, minutes, reports and other documentation.
- Strong verbal communication with an excellent telephone manner.
- Excellent interpersonal skills and confidence to deal with people at all levels.
- Flexible and adaptable with the ability to work in a changing environment and respond to different demands with a sense of urgency.

Knowledge and Qualifications:

- Advanced knowledge of Microsoft Office suite including Word, Excel and PowerPoint.
- Knowledge and understanding of using relationship management database software.
- Numerate and literate, with a good standard of education.
- Good understanding of the NGO sector.

Abilities:

- Ability to demonstrate confidentiality and handle sensitive material.
- Ability to produce accurate minutes of meetings and draft / edit written documents and correspondence independently.
- Ability to manage day-to-day administrative tasks.
- Ability to demonstrate good interpersonal skills.
- Ability to collate data and produce reports.
- Able to plan, prioritise and deliver to tight timescales.
- Ability to work effectively on own initiative and as part of a diverse team, without close supervision.
- Ability to communicate effectively verbally, face to face and over the telephone, and in writing.

- Able to work methodically with excellent attention to detail.
- Able to demonstrate a consistent approach to others with confidence and Integrity.
- Ability to remain calm under pressure.

Desirable:

- Experience in carrying out data analysis using reporting tools to develop KPIs.
- Experience of working within the charity sector
- Experience of volunteering or working with volunteers

Signed by: _____ (UK Director)

Signed by: _____ (Head of Corporate Services)

Signed by: _____ (Post Holder)