



Job Description

Position	Programme Officer - Support
Department	Economic Empowerment Programme
Reports to	Director of Economic Empowerment Programme
Location	Zakat Centre, Whitechapel, London
Pay	£22-£26k (dependent on experience)
Term	12-month Fixed Term Contract (full-time)

Purpose: how this post supports NZF's vision and mission

National Zakat Foundation distributes Zakat transformatively within the United Kingdom. NZF has two unique programmes to achieve this: firstly, the Economic Empowerment Programme that distributes Zakat to those most in need in the community, and secondly the Leadership Investment Programme which supports the development of emerging leaders in the community and supports the building of lasting institutions.

This role is a front-line customer service role. It is key to the achievement of NZF's programmes, directly affecting people's experience of NZF. The role ensures that people understand how to apply for Zakat, applications received by the EEP are processed efficiently, queries about existing applications are answered, support is provided quickly, and people are signposted to other relevant sources of help where appropriate.

Dimensions of role:

- Reports to Director of EEP
- This role has a national remit
- This is a customer service role
- Communication is primarily online and phone

Typical Responsibilities and key end results of position:

- Respond to requests and enquiries from existing and prospective applicants and referral agencies with accurate information and in accordance with NZF policies and procedures. Work closely with the programme support team to ensure consistency of response.
- Signpost to other relevant sources of help where appropriate
- Provide administrative support to Programme Officers - caseworkers
- Carry out first-line checks on applications received to ensure completeness and eligibility.
- Log new applications for support on CRM, following the processes and procedures.
- Process daily payments to beneficiaries.
- Provide general clerical support such as photocopying and scanning documentation

- Advise donors or potential donors how to donate or with general information on NZF as required.
- Undertake any other duties and tasks requested by Director of Operations commensurate with the role.

Approach

- Commit to the cornerstones of the Economic Empowerment Programme: to provide a service which is efficient, empathetic and effective.
- Commit to safeguarding those who come into contact with NZF to prevent harm and reduce the risk of abuse or neglect.
- Respect and maintain customer confidentiality.

Communications and Working Relationships:

- Members of the public
- Economic Empowerment team Programme Officers - caseworkers
- Director of EEP

Knowledge, Skills, Experience and Behaviours required to achieve role's objectives:

Knowledge and skills:

- (essential) An understanding of Zakat within the context of the five pillars of Islam.
- (essential) Strong customer service skills
- (essential) Excellent verbal and written communications skills.
- (essential) An ability to deal with and respond appropriately to enquiries and requests under pressure
- (essential) Good organisational skills, with ability to prioritise workload and manage time effectively.
- (essential) Ability to work effectively within a team.
- (essential) Good IT skills- including Microsoft Office software packages- and the ability to pick up new IT systems quickly.
- (desirable) An ability to communicate and engage with people from a variety of backgrounds, including those whose first language is not English.
- (desirable) Language skills of Bangla and/or Urdu and/or Arabic.

Qualifications and experience

- (essential) At least two years customer-facing experience.
- (desirable) Experience of dealing with vulnerable people.

Behaviours:

- (essential) Non-judgemental and empathetic with clients.
- (essential) Confident and assertive when dealing with difficult situations.
- (essential) Use of initiative to ensure the service meets the needs of beneficiaries
- (essential) Methodical approach to task management

Physical Environment and Demands:

This role will be based at the Zakat Centre in East London – a typical office environment

Level of Contact with Children:

The level of contact with children is low.

How to apply:

Please send a cover letter with a CV with by email to hr@nzf.org.uk. The cover letter must state why you are a suitable candidate, demonstrating any relevant knowledge and skills, experience and behaviours that match the requirements for the post. The cover letter should not exceed 2 sides of A4 and should include the names, job titles, email addresses and phone numbers of two referees (we would only follow these up after a successful interview.)

Closing date for applications is 3 March 2019.

Please note due to the number of applications we receive, we will only contact candidates that have been shortlisted for interview.