


Volunteer Role Description

 National Zakat Foundation™	Post Title	Programme Support Volunteer
	Department	Economic Empowerment Programme
	Reports to	Team Leader
	Term	A minimum 12 hours per week (in a flexible working arrangement) for a minimum of three months.
	Location	Zakat Centre, Whitechapel, London

Job Purpose:

To provide support to Programme Officers in the Economic Empowerment Programme (EEP) team, to enable Zakat grants to be given directly to people in need.

Duties and Responsibilities:

1. Check and verify applicant documents and undertake any additional administration necessary to meet the needs of the casework process.
2. Communicate by phone and email with applicants and referral agencies about support requests.
3. Make recommendations for support in line with NZF's policy and procedures.
4. Give specialist advice where appropriate.
5. Undertake any other duties and tasks as and when requested by EEP team members and CEO.

Approach:

1. Maintain confidential and impartiality at all times.
2. Communicate with sensitivity and empathy in accordance with the requirements of the EEP programme.
3. Carry out all duties in accordance with a high standard of customer care and adhering to the National Zakat Foundation's Vision and Mission.

Person Specification

Skills and Abilities:

The ideal candidate would have the following skills-

Essential

- An understanding of Zakat within the context of the 5 pillars of Islam.
- A basic understanding of the welfare system
- Experience of dealing with vulnerable people in difficult circumstances
- Experience in a client-facing role
- Administrative and fact-checking skills
- Good organisational skills, with the ability to prioritise workload and manage time effectively.
- Good IT skills, including Microsoft Office, and the ability to pick up new IT systems quickly.
- Excellent verbal and written communications skills
- An ability to communicate and engage with people from a variety of backgrounds, whose first language may not be English.
- An ability to be non-judgemental and deal empathetically with clients as well as confidence when dealing with difficult situations.

Desirable

- Knowledge of housing, immigration, debt management or budgeting
- Language skills of Bangla, Urdu or Arabic.

How to apply:

Please send a copy of your CV with a supporting cover letter by email to nour@nzf.org.uk stating your availability for volunteering and why you should be considered for the role. In your cover letter, you should demonstrate any relevant experience, skills and abilities that match the requirements of the post.