



JOB DESCRIPTION | RAMADAN DONATIONS ASSISTANT

1. **Official Job title:** Ramadan Donations Assistant
2. **Department:** Donations
3. **Responsible to:** Donations Officer
4. **Employment Type:** 1-Month Casual Contract
5. **Hours:** Up to 40 hours per week

Must be flexible with willingness to work weekends, evenings and during campaign periods.

6. **Purpose:** To provide administrative and strategic development to aid the process of donor care management. The successful candidate will be expected to take donations through various methods, to process any admin around the donations and reporting the donation in the correct departmental process. The aim is to aid Muntada Aid in maintaining donors, nurturing the donor's ongoing support, building trust and rapport, thus ensuring a successful Ramadan Campaign.

7. Main tasks

- Develop and maintain all administration and processing systems and policies within the Donations Department. This is a key area of focus for Muntada Aid
- To continually identify new ways of improving the donor relationship
- Maintaining electronic and paper filing systems for all donors
- To maintain confidentiality in line with organisational policy in relation to service users, staff and donor sensitive information.
- Processing donations mainly via phone but also cash donations from the centre's users.
- To identify donation trends on a regular basis and inform management of these trends
- Support the Ramadan Campaign activities during busy campaign periods



PERSON SPECIFICATION | RAMADAN DONATIONS ASSISTANT

Qualification

- Educated to A-level Standard (essential)

Experience

- Experience in the charity sector. (desirable)
- Experience of general administration (essential)
- Experience in the customer service sector and an appreciation for valuing the customer (essential)
- Experience of processing a credit card, cash, cheque and web donations (desirable)
- Experience of donor/customer relationship management. (desirable)
- Experience of working in a humanitarian support organisation. (desirable)
- Experience of using various donor care managements systems (desirable)

Skills

- Good communication and interpersonal skills (essential)
- Good organisational and effective time management skills (essential)
- Good ICT skills including software packages e.g. Word and Excel (essential)
- Strong analytical skills (essential)
- Confidence to represent the charity at events and on other occasions

Knowledge

- Knowledge of Donor trends and preferences. (desirable)
- Knowledge of office systems and practice (essential)
- Knowledge of the Islamic community and sensitivities.(essential)
- Understanding of tax efficient giving i.e. Gift Aid etc (desirable)
- Awareness of Charities Act, Data Protection Act and good practice in relation to fundraising. (desirable)
- Knowledge of Charity commission and HMRC codes of practice relating to Donor Care Management Systems. (desirable)

Ability

- Ability to adapt quickly to changing deadlines and priorities (essential)
- Ability to work under pressure and work on own initiative (essential)
- Ability to work effectively within a team environment (essential)
- Ability to work unsociable hours during peak campaigns. (essential)
- Ability to communicate in Arabic/Urdu/Punjabi/Bangla (desirable)
- Ability to thrive in a pressurised environment (desirable)
- Self-motivated and able to carry out repetitive work (essential)