

Job title: Sadaqa Boxes Operations Officer

Reports to: Chief Operations Officer

Hours: Part time (25 hours, 3 days per week) Or Full time

Location: Sydney Office

About Us:

At Al-Ayn, we are dedicated to providing orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview:

The Sadaqa Boxes Operations Officer is responsible for managing the distribution and collection of Sadaqa Boxes from households and businesses across Australia. They coordinate with Fundraisers as well as contracted collection service drivers and ensure accurate records and maintained in the CRM system at all times. This role also takes some direction from the Accounts Administrator, Communications manager and Fundraising Manager as well.

Key responsibilities:

- Innovate, manage and develop protocols for the expansion of Sadaqa box distribution and collection. This may include volunteer recruitment and training, developing SOPs and implementation of growth strategies.
- Maintain accurate records of Sadaqa Boxes from new to returned in Salesforce and on other platforms.
- Identify and address any discrepancies in Sadaqa Boxes and associated donor information
- Arrange for postal distribution and collection Sadaqa Boxes.
- Send system reminders for overdue Sadaqa Boxes to their owners.
- Manage and allocate tasks to Fundraisers and collection officers and ensure documentation is completed.
- Organise sessions with volunteers to prepare/make Sadaqa Boxes and keep an inventory of them.
- Provide regular updates on Sadaqa Boxes statistics and progress made vs targets.
- Coordinate with other AU offices to ensure Sadaqa Boxes collection are processed consistently as per the SOPs.
- Order new Sadaqa locks and parts when needed.
- Other office tasks or tasks related to Sadaqa Boxes that may arise.

Whom we are looking for:

- Bachelor's degree in Logistics, marketing, IT, communication or similar. Alternatively similar experience in data handling and entry.

- Excellent organisational and administrative skills, with the ability to engage and build trust with diverse stakeholders.
- Skills in data entry (minimum 25 wpm), attention to detail, learns quickly, is comfortable around databases, excel etc.
- Some prior management experience would be desirable, not compulsory.
- Enthusiastic, ability to innovate and motivation to grow the department.
- Willing to build a sustainable long-term career.
- Flexibility of working outside working hours where relevant, e.g. campaigns.

Experience	Essential	Desirable
• A minimum of 1 year of data entry	✓	
• Working on own initiative, as well as in a team	✓	
• Experience working with Excel or CRM systems	✓	
• Proficiency in Excel	✓	
Additional requirements		
• Highly organised with the ability to prioritise	✓	
• Ability to manage a varied and demanding workload	✓	
• Maintain discretion and absolute confidentiality at all times	✓	
• Flexible and willing attitude	✓	
• Ability to work outside of working hours when required	✓	
• Knowledge of the Arabic language		✓

Al-Ayn is an equal opportunity employer and encourage applications from all backgrounds. We value diversity and are committed to providing a workplace free from discrimination in accordance with Fair Work and anti-discrimination legislation.