

Job Title: Administrative Assistant

Location: Melbourne

Job Type: Part-time employment

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 Administrative Assistant within Al-Ayn Australia (Melbourne Office) plays a crucial role in ensuring the smooth and efficient operation of the Melbourne Office and supporting the Charity's mission. He/she is a key member of the Melbourne team, responsible for business continuity and raising Al-Ayn's profile. This role involves a combination of organisational, administrative and community engagement skills to ensure the smooth functioning of general administration and donor relations in the Melbourne office.

If you have strong organisational and communication skills, experience in administration or reception and are passionate about our mission, we like to meet you. The key responsibilities will be as follows:

1. Administrative duties

- Receiving donors and sponsors during office hours and handling their queries.
- Act as first point of contact for donors for all admin-related queries, handling complaints and identifying solutions.
- Answer and direct phone calls, respond to emails, and serve as a point of contact for internal and external inquiries.
- Assist with data entry, basic reporting, and other clerical tasks to support daily office operations.
- Coordinate office supplies, track inventory, and liaise with vendors as needed.
- Provide general administrative support including managing calendars, scheduling meetings, and coordinating appointments.

2. Communication and Co-ordination

- Communicating with head office (Sydney) for any assistance or information.
- Raising the profile of the Al-Ayn Melbourne office, scheduling and distributing approved communications, as well as supporting the development of outreach and awareness campaigns in Melbourne.

3. Technology Proficiency

- Excellent organisational and administration skills including experience in Microsoft Suite packages.

- Maintaining records, data entry and storing electronic records.
- Previous exposure to CRM software.

4. Sadaqa Box Admin

- Accurately recording box locations, collections, and drop-offs.

Qualifications and Skills:

- Previous experience in an administrative or office support role.
- Strong organisational skills.
- Good written and verbal communication skills.
- Good time management and ability to prioritise tasks.
- Ability to follow established processes and instructions.
- Professional telephone manner and customer service skills.
- Full driving licence.
- Proactive and willing to learn.
- Strong confidentiality and discretion.
- Fluency in a language in addition to English is highly desirable (such as Arabic or Urdu or Farsi).
- Experience within a charity or not-for-profit organisation (desirable).

Additional Requirements:

- Flexibility to occasionally work outside standard office hours.
- Willingness to provide cover during staff leave or peak periods.

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