

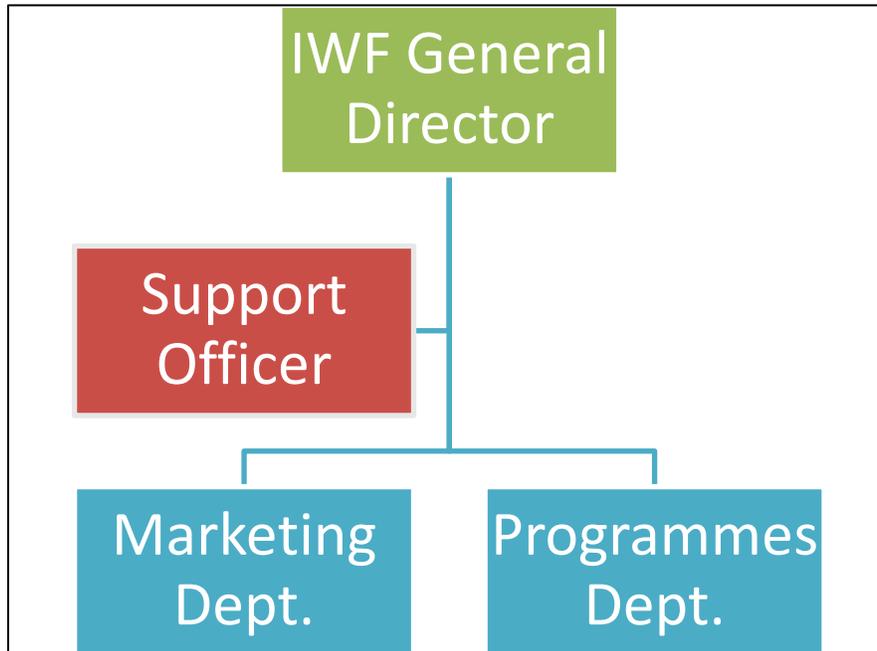


## Waqf Support and Donor Care Officer

*International Waqf Fund is a faith-inspired development and Endowment agency working since 2004 to transform the lives of some of the most vulnerable people in over 40 countries.*

BASE LOCATION:	Birmingham, UK
REPORTING TO:	Waqf Director
LINE MANAGEMENT RESPONSIBILITIES:	N/A
<b>PURPOSE OF DEPARTMENT:</b>  The International Waqf Fund (IWF) aims to provide a sustainable source of funding for Islamic Relief Worldwide (IRW) through promoting Waqf, managing the IRW endowment funds and allocating the returns to development projects in accordance with the wishes of the donors.  IWF also collaborates with the IRW members to promote Waqf and sustainable income for IRW projects. IWF will grow the Waqf fund and manage Waqf assets to ensure that endowment funds are safely invested and returns used for supporting humanitarian and development projects for those in need.  IWF delivers on its stated objectives in support of the IRW vision and in compliance with Islamic jurisprudence (sharia) regarding Waqf.	
<b>JOB PURPOSE:</b>  The post holder will oversee the day-to-day Waqf fundraising administration, contributing towards the development and implementation of Waqf related processes to ensure the administration of Waqf funds to IR are maximised.  The post holder will be responsible for ensuring Waqf donation is administered efficiently, and that IR partners and supporters receive the highest standards of customer service. The post holder will ensure that information held on partners and donors is accurate, appropriate, and up to date to support Waqf programme objectives.	

**Position of Waqf Support Officer within IWF**



**KEY WORKING RELATIONSHIPS**

- Day-to-day engagement with the Director, Marketing Lead, and Programmes Lead.
- Regular liaison with line manager to ensure the duties of the Organisation is fulfilled effectively.
- The post holder must develop and maintain a good working relationship with key staff from Islamic Relief fundraising partner offices, Finance, HR and ICT teams.
- Working strategically with Waqf team to collectively ensure the organisational objectives are met including media, external relations, internal communications, stakeholder engagement, supporter feedback and advocacy.
- It is essential to build and maintain an effective relationship with donors to promote donor retention and loyalty.
- Regular contacts with Finance Department to handle any financial issues for EM Department; Income received, Staff expenses, SLAs, paying for service providers, receiving receipts for donations, transferring money from and to EM new offices all over the world...etc

**SCOPE AND AUTHORITY**

**Scope of the Role:**

Reporting to the Waqf Director, the Waqf Support officer is responsible for

- Maintaining the integrity and quality of data on the Waqf spreadsheet/database.



- Directly responsible for the administration and reconciliation of Waqf income from all income streams.
- Providing partner and donor with customer relation services, developing and implementing relevant processes and procedures to enhance customer satisfaction.
- Providing general admin support to the department.

#### Responsibility for Resources:

- The role is responsible for ensuring that income data on Waqf database is accurate, updated and accessible.
- Ensure that records are kept in accordance with guidelines for financial audit requirements.
- Maintain email, paper and electronic filing systems relating to area of work including current and archived information.

#### KEY ACCOUNTABILITIES

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

- Ensure donations from all income streams are recorded and reconciled. Generate income reports for management reporting and investment report.
- Ensure that high quality records of donor and Waqf financial data are accurate and up-to-date
- Identify issues in Waqf income processes, develop solutions and implement as appropriate.
- Responsible for ensuring all information related to Waqf income is organised and accessible.
- Liaise with finance teams to ensure synergy with IWF financial information.
- To provide general communications support, undertake other duties as assigned and be flexible in work plans and hours to reflect the changing needs of the department.
- Responsible for preparing acknowledgements, deeds, and reports to donors.
- Provide management with a monthly report on donor care and screening.
- Develop and maintain a filing system of Donor Care that can keep the relationships with IWF donors professional, transparent, and up to date.



- Handle Waqf related enquiries from partners and donors by telephone, letter, and the internet and bring to conclusion within an agreed timeframe & ensure a transparent & systematic issue log approach is used to document performance.
- Accompanying guests visiting IWF and providing support such as photography, writing minutes... etc.
- Checking Waqf inbox daily forwarding emails to relevant person, replying to donor queries. If on leave to assign another colleague to check inbox.
- Respond to and resolve donor complaints, identifying and applying improvements to avoid repeating issues causing complaints, where possible.
- Assess service outputs proactively and systematically to assure high quality delivery, ensuring appropriate action is taken to correct and avoid errors. Ensure the service is performing in line with its targets.
- Ensure processes and procedures are in place, documented and maintained.
- Review and update documentation of relevant procedures within own remit according to the requirements of Waqf programme.
- Work closely with key stakeholders within the organisation to ensure work area is kept up to date and that service to donors is co-ordinated and continuous.
- To produce monthly performance indicator report.
- Provide general administrative support to the line manager and Waqf team.
- Responsible for procurement of Waqf office supplies and Waqf promotional materials.
- Handle department purchase and expense claims.
- Establish and maintain effective filing system.
- Communicate performance to line manager.
- Participate in meetings requested by line manager and to ensure that decisions from any meetings are followed up.
- Liaise with relevant external organisations as and when required.
- Proactively maintain broad and current knowledge of the different areas of IR work.
- Work flexibly according to the demands of the organisation and carry out any other duties within the competence of the post holder, assigned by the Waqf Director.



- To be an effective member of the team, presenting a positive impression of the team and the service.
- Undertake any other reasonable duties which are consistent with the role and at its level of responsibility when required by the line Manager.

## PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to IRW's vision and mission. This section should detail the requirements of the role in the following sections:

### ***Essential Requirements:***

- Knowledge of the principles of good customer care.
- Good skills on database and data analysis.
- Good standard of numeracy and computer literacy including Microsoft Office.
- Good written and verbal communication skills.
- Ability to work to tight deadlines to ensure service levels are met, with a positive and flexible approach.
- Ability to manage multiple workloads effectively.
- Able to analyse information and make objective decisions based on the outcomes.
- Strong team working and interpersonal skills.
- Experience in data entry and database management.
- Ability to work in a methodical manner with constant attention to detail.
- Excellent time management skills.  
Proven experience working in a customer care environment, dealing with the donors by letter, e-mail and telephone, handling complex range of enquiries and/or issues.
- Qualified to a degree level or equivalent.
- Excellent communication and interpersonal skills.
- Ability to exercise judgement quickly and take decisions in work related problems with a variety of issues independently.
- Ability to contribute to the development of a team and help meet team goals. Work as a team with key staff around the world.
- Strong analytical thinking and problem-solving skills.

### ***Desirable Requirements:***

- Sound understanding of development and humanitarian principles at an international level.
- Knowledge and awareness of the concepts of Waqf, Trusts and Endowments
- A working knowledge of Arabic.

Signed by: \_\_\_\_\_ (Waqf Director)