

JOB DESCRIPTION

Job Title:	Sponsorship Project Administrator
Responsible to:	Social Welfare Section and Seasonal Projects Manager
Hours of work:	40 hours per week
Salary:	£16,736 per annum
Location:	London Head Office, NW10

Introduction:

Interpal's One-to-One Sponsorship programme aims to provide essential aid, as well as moral support to the orphans and needy children of Palestine, including those in refugee camps in Jordan and Lebanon. The project was established in 1994 and now has over 8,500 children sponsored.

Interpal's sponsorship department is committed to providing an effective service whereby donors can have the chance to make a difference to the needy children who are in desperate need of support. As a member of the sponsorship team the sponsorship administrator will be committed to adding value to all the processes of the project with a strong focus on donors.

Job Purpose:

To support the Social Welfare Section and Seasonal Projects manager in providing a proactive and a high level of customer focused administrative service to our donors. Whilst managing the day to day activities of the administration team.

Main Duties and responsibilities:

- To act as the primary point of contact for all sponsorship enquires, whether in person, by phone or by email.
- To ensure all donations are processed and acknowledged in a timely manner.
- To be responsible for processing and setting up new standing order payments and ensuring all queries are dealt with efficiently.
- To follow up with sponsorship renewals, all missed payments and ensure reminders are sent to donors.

- To send out new sponsorship packs this requires producing child summary details using documentation and reports for children.
- To manage special request from major donors in the UK and International to ensure requests are followed up and donors updated.
- To be responsible for maintaining the filing system both electronically and manually.
- To maintain and add new orphan information onto the database system for new sponsorships.
- To be responsible for data quality maintenance of donor' records within the database ensuring data is up to date.
- To link and delink orphans on the system, producing reports and termination letter where necessary.
- To liaise and maintain good communications with local partners and committees and UK branches in relation to all aspects of the project as and when needed.
- To action terminations after having reviewed beneficiaries cases with management.
- To update and communicate the Departments Policy and Procedures to staff and ensure they are adhered to.
- To review operational performance, making recommendations to improve effectiveness and highlight best practice.
- To supervise, manage and delegate administrative tasks to ensure deadlines are met and assist colleagues to ensure timelines are kept.
- To train staff and volunteers.
- To undertake any other duties and responsibilities appropriate to the post.

Person Specification
Sponsorship Project Administrator

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good education 	
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of working in a customer focused environment • Experience of using an in house database system and access. 	<ul style="list-style-type: none"> • Relevant experience in the charity, community, voluntary sector
Skills & Attributes	<ul style="list-style-type: none"> • Ability to work flexibly and under pressure. • Effective written and verbal communication skills • Proven organisational and planning skills. • Good IT skills Microsoft Office software, including Word, Excel, and Outlook. • Ability to meet tight deadlines. • A good team player with the ability to work using own initiative and take instructions. 	<ul style="list-style-type: none"> • Written and spoken Arabic language skills
Personal Qualities/Other	<ul style="list-style-type: none"> • Understanding of confidentiality issues and data protection • Commitment to equality and diversity practice • Commitment to working within Interpal's core values and demonstrating these in practice. • Commitment to continuous development. • Committed to the objectives of Interpal with a passion for the cause. 	