

## Job Description

<b>Position</b>	Applicant Support Officer
<b>Team</b>	Service Delivery (Zakat Distribution)
<b>Reports to</b>	Senior Application Support Officer
<b>Location</b>	From home during Covid-19 lockdown
<b>Pay</b>	£18k FTE
<b>Term</b>	6-month Fixed Term Contract, with potential to extend. Full-time and part-time roles available. Part-time must be min 3 days per week. Immediate start.

### **Purpose: how this post supports NZF's vision and mission**

National Zakat Foundation is the only UK platform connecting Muslims who can give Zakat with those who should be receiving it locally. Zakat given through NZF helps local Muslims by giving them food, clothing, a roof over their heads, skills for work, and education to help upcoming Muslim religious leaders and other community champions reach their potential.

This role is a front-line customer service role. It is key to the distribution of Zakat, directly affecting the experience of NZF for people in need. The role ensures that people understand how to apply for Zakat, the correct application documents are all in place, applications received by the team are processed efficiently, queries about existing applications are answered, support is provided quickly, and people are signposted to other relevant sources of help where appropriate.

### **Typical Responsibilities and key end results of position:**

- Carry out first-line checks on applications received to ensure document completeness and eligibility for support.
- Respond to requests and enquiries from existing and prospective applicants and referral agencies with accurate information and in accordance with NZF policies and procedures. Work closely with other members of the team to ensure a consistent response.
- Signpost existing and prospective applicants to other relevant sources of help where appropriate.
- Liaise with Grants Officers, who distribute Zakat to those in need.
- Undertake any other duties and tasks requested by Senior Application Support Officer commensurate with the role.

### Approach

- Commit to the fundamental values of the Zakat Distribution team: to provide a service which is efficient, empathetic and effective.
- Commit to safeguarding those who come into contact with NZF to prevent harm and reduce the risk of abuse or neglect.



- Respect and maintain customer confidentiality.

**Communications and Working Relationships:**

- Communication is online and by telephone
- Communication with: Applicants and potential applicants; Grant Officers

**Knowledge, Skills, Experience and Behaviours required to achieve role's objectives:**

Knowledge and skills:

- (essential) An understanding of Zakat within the context of the five pillars of Islam.
- (essential) Strong administrative skills, paying attention to detail.
- (essential) Good organisational skills, with ability to prioritise workload, manage time effectively.
- (essential) An ability to deal with and respond appropriately to enquiries and requests under pressure.
- (essential) Excellent verbal and written communications skills.
- (essential) Ability to work effectively within a team.
- (essential) Good IT skills- including Microsoft Office software packages- and the ability to pick up new IT systems quickly.
- (desirable) An ability to communicate and engage with people from a variety of backgrounds, including those whose first language is not English.
- (desirable) Language skills of Bangla and/or Urdu and/or Arabic.

Qualifications and experience

- (essential) At least two years administrative experience.
- (desirable) Experience of dealing with vulnerable people.

Behaviours:

- (essential) Non-judgemental and empathetic with clients.
- (essential) Confident and assertive when dealing with difficult situations.
- (essential) Use of initiative to ensure the service meets the needs of beneficiaries.
- (essential) Methodical approach to task management.

**Physical Environment and Communication methods:**

- This role will be based at home for the foreseeable future.

**Level of Contact with Children:**

The level of contact with children is nil.

**How to apply:**

**Please send a cover letter with a CV with by email to [hr@nzf.org.uk](mailto:hr@nzf.org.uk).** The cover letter must state why you are a suitable candidate, demonstrating any relevant knowledge and skills, experience and behaviours that match the requirements for the post. The cover letter should not exceed 2 sides of A4 and should include the names, job titles, email addresses and phone numbers of two referees (we would only follow these up after a successful interview.) Any interview will be online or by phone.



**National Zakat  
Foundation**

**Closing date for applications is midnight on Monday 13 April 2020.**

Please note due to the number of applications we receive, we will only contact candidates that have been shortlisted for interview.

The successful candidate(s) will be able to start immediately.