



Job Description

Position	Head of Service Delivery
Department	Services
Reports to	Director of Services
Location	Flexible (London likely for NZF meetings)
Pay	£42-46k (dependent on experience)
Term	Full-time permanent contract

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

National Zakat Foundation (NZF) gives Muslims around the UK a way to bring their Zakat to life. It is the only platform with a nationwide reach that helps Muslims calculate and give Zakat to those who should be receiving it. Each individual giver's Zakat is tracked, and confirmation is provided upon distribution.

This is an exciting time to join NZF as it delivers its services on the basis of an enhanced operating model, putting its primary user, the Zakat giver, at the centre of everything it does. With nine years' experience in collecting and distributing Zakat in the UK, NZF seeks to develop a seamless and simple experience for givers and recipients and build scalable services which are ready for NZF's ambitious plans for growth.

Working closely with the Director of Services, Head of User Experience and team of developers, you will be responsible for providing high levels of customer service to Zakat givers and grant recipients. Supported by your team, you will be responsible for delivering the services of online and offline calculation, an innovative Zakat giving and donation portal, the distribution of a minimum £3.5m in Zakat grants across four funds to Muslims in need across the UK and Zakat grant tracking.

As the Head of Service Delivery, you will also be responsible for gathering and sharing insight from your team to inform a cyclical improvement process designed to iterate existing services and develop new features. You will manage a team of experienced Applicant Support Officers and Grant Officers who support applicants to apply for Zakat, verify eligibility and give out grants to people in need.

To succeed in this role, you will be delivery-orientated with excellent team management skills and technological understanding. You will be highly motivated, versatile, methodical, empathetic, and have a good eye for detail. The opportunity to serve God through serving Zakat givers and recipients will be a key motivator for you. Ideally, you will have experience of managing individual grants programmes or frontline customer service functions and have worked with technological systems in service delivery.



Typical responsibilities and key end results of position:

Strategy implementation

- Set goals and objectives for each service and team to deliver an excellent service in line with agreed strategy.
- Ensure that data analysis and reporting processes appropriately reflect the strategic direction.

Service Delivery

- Deliver a high level of customer service for Zakat payers and recipients.
- Ensure that all team members follow agreed policies and processes.
- Ensure that KPIs for each service are continuously monitored.
- Ensure that KPIs for each service are achieved.

Continuous improvement

- Propose, develop, and implement processes for continuous improvement in systems and reporting.
- Work with the Head of UX to gather and document service improvements from team members.

Managing teams

- Lead and manage a team of Grants Officers, Applicant Support Officers, and customer service representatives to serve Zakat givers
- Develop and supervise individual performance targets for each team member.

Governance

- Input into Board papers to guide Board discussions.
- Ensure that appropriate processes and procedures are in place to provide information when needed for compliance including external audit, internal audit, and Shariah-compliance audit.

Relationships and stakeholders

- Coordinate relationships with key referral partners and service delivery partners
- Represent NZF where needed to external stakeholders
- Work with the Marketing team to coordinate the promotion of services to Zakat givers and recipients.
- Work with all teams within the charity, forming strong internal relationships based on a shared vision.

Additional duties as requested by Director of Services



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

Knowledge and Skills:	Essential (E) / Desirable (D)
Strong understanding of technological systems and solutions	E
Strong interpersonal skills	E
Strong data analysis skills	E
Self-motivation and the ability to drive change	E
Excellent customer service and communications skills	E
Ability to identify system and process improvements	E
Ability to manage a team remotely	E
Excellent verbal and written communication skills	E
Strong stakeholder management skills	D
Change management skills	D

Qualifications and Experience	Essential (E) / Desirable (D)
6 years post-graduate experience in service delivery roles	E
Experience of implementing policy and process improvements	E
Educated to degree level with 2:1 or above	E
2 years' experience of people management	E
Experience of managing teams remotely	D
Experience of delivering individual grants programmes	D
Experience of working with digital systems to deliver services	D

Behaviours	Essential (E) / Desirable (D)
Proactive and self-motivated	E
Ability to inspire energy and creativity in staff	E
Committed to maintain and enhance the mission and ethos of the organisation	E
Positive about continuous improvement and ability to adapt	E
Committed to high professional standards and integrity	E
Ability to work both collaboratively and independently	E

Physical Environment and Demands:

As NZF undergoes a process of digital transformation, this role will primarily be remote working. 2-4 in-person meetings per month may be required in the London-area.