National Zakat Foundation

Job Description

Position	Applicant Services Manager
Team	Services
Reports to	Head of Programmes
Location	Remote
Pay	£35,000 - £40,000 per annum Grade M2 SCP 12-17
Term	Full-time Temporary until June 2027.

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. Together, we help get lives back on track and unlock the potential of those held back by their financial circumstances. Together, we can create a thriving, closer community.

This is an exciting time to join NZF as it delivers services on the basis of an enhanced operating model, putting its primary user, the Zakat giver, at the centre of everything it does. With over 10 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.

As the Applicant Services Manager at NZF, this role holds a pivotal position in overseeing the applications received through our website. With a primary focus on streamlining processes and enhancing efficiency. Responsibilities include the development of project management tools, as well as regular updates to project documents. The role includes managing resources and budgets, ensuring adherence to project timelines, and implementing risk management strategies to identify and mitigate potential project-related risks.

A central aspect of the position involves the meticulous management of Grant Officers, encompassing the allocation of time and resources, and expectation management. Beyond day-to-day operations, this role emphasizes a commitment to continuous improvement by exploring and introducing new technologies to streamline the application process. Additionally, the Applicant Services Manager plays a crucial role in the development of the fund, actively seeking ways to enhance services and improve the overall experience for applicants.
To succeed in this role, you will be delivery-orientated with strong team management skills and a passion for providing a caring and efficient service. You will be highly motivated, empathetic and have

a good eye for detail. Ideally, you will have experience in customer service roles or in grants administration.

Typical responsibilities and key end results of position:

Fund Management

- Oversee the funds throughout its lifecycle, ensuring effective management from conception to implementation and continual evaluations.
- Coordinate timelines, allocate resources, and monitor deliverables to achieve programme objectives.
- Collaborate with the Finance Team to ensure effective planning and budgeting for the Programme.
- Keep the Asana project updated with tasks and updates, ensuring clear communication and coordination among team members.
- Work with the team to comply with internal and external audits.

Risk Management

- Identify potential challenges and proactively implement strategies to mitigate risks, safeguarding the overall success of the Programme.

Applicant Engagement

- Support the team in capturing authentic voices and stories from applicants.
- Effectively communicate with applicants on the role of NZF and our responsibilities.

Reporting and Communication

- Provide regular reports, ensuring transparency and stakeholder awareness of programme progress and impact assessments.
- Measure the impact of the distributed funds and contribute to the continuous improvement of the impact assessment.
- Support the Marketing and Communications team with the collection and development of authentic voices of the applicants.

Payment Officer

- Ensure that payments are made and upload payment batches to the payment system.

Line Management

- Directly manage Senior Grants Officers and Grants Officers, providing guidance and support to ensure their effective contribution to the programme's objectives.
- Coordinate resources and capacity to meet demand.

<u>Relationships and stakeholders</u>

- Director of Services
- Head of Programmes
- Head of Impact and Quality
- Grant Officers

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- Quality Assurance Officer
- Customer Services Officer
- Reporting Officer
- Fundraising Team
- Finance Team
- Technology team

External - Applicants and partners

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 contact NZF to prevent harm and reduce the risk of abuse or neglect.
- Ensure the grants system records and payments are accurate and up to date.
- Respect and maintain customer confidentiality.

Knowledge and Skills:	**Essential (E) / Desirable (D)**
An understanding of Zakat within the context of the five pillars of Islam.	**E**
Strong administrative skills, paying attention to detail.	**E**
Good organisational skills, with ability to prioritise workload, manage time effectively.	**E**
Excellent communications skills	**E**
Ability to adapt to change quickly and efficiently.	**E**
Ability to retain and apply key policy information.	**E**
Excellent verbal and written communications skills.	**E**
Good IT skills- including Microsoft Office software packages- and the ability to pick up new IT systems quickly.	**E**

Qualifications and Experience	**Essential (E) / Desirable (D)**
2 years' experience in people management roles	**E**
Experience in dealing with staff performance	**E**
Experience of managing teams remotely	**E**
Experience in recruitment and training new staff members	**E**
Experience of dealing with vulnerable people.	**E**
Experience in grants administration or customer service roles	**D**

Behaviours	**Essential (E) / Desirable (D)**
Non-judgemental and empathetic with clients.	**E**
Confident and assertive when dealing with difficult situations.	**E**
Ability to identity problems or blocks in service delivery and resolve these	**E**

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Use of initiative to ensure the service meets the needs of beneficiaries.	**E**
Methodical approach to task management.	**E**
Motivated to help vulnerable people and make a difference in the community.	**E**
Comfortable with meeting targets both individually and as a team.	**E**

Physical Environment and Demands:
This role will primarily be remote working. 1-2 in-person meetings per month may be required in the London-area.

How to apply:
Please send a cover letter to recruitment@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.

The deadline for this role is midnight Sunday 6th December 2026.