

In the name of Allah, The Most Merciful, The Most Kind

**JOB DESCRIPTION: SENIOR CUSTOMER SERVICES OFFICER AND ADMINISTRATOR**

The postholder will work at one of the Noor Ul Islam Sites, primarily at 713 High Road, Leyton, London E10 6QW.

**REPORTING OFFICER** - The Postholder will report to the Office Manager.

General Professional Duties (as directed by the Management)

1. To maintain at all times the practice and demeanour of a Muslim, aware of one's duties in this life and accountability in the next life for one's actions, and to relate this' Aqeeda to the following duties.

2. To maintain and uphold the confidential nature of the Trust's matters, records and documents, especially those relating to service users and fellow staff members.

3. Working on Noor Ul Islam's publications, including advertisement and the Noor Magazine.

4. Implement systems in place to provide excellent customer services within the head office and then across the board through the Noor Ul Islam departments.

5. Communicating events and services internally and to the wider community (maintaining the notice boards and a distribution list).

6. Issuing of receipts to those paying or donating to Noor Ul Islam.

7. Maintaining and promoting the Noor Ul Islam image/reputation and to look at branding.

8. Keeping accurate records for all the Trust's events.

9. Visit other Noor Ul Islam departments, including the primary school for items to be collected or delivered by the head office.

10. Ensuring that printing equipments and items (such as toner, paper..) are available and in working order. To produce photocopies when required.

11. Act as first point of call for visitors, both in person and on the phone. Respond to written enquiries when required.

12. To type letters and other documents for the Head Office Trust..

13. Any other appropriate duties as requested by the Office Manager.

The aim of the Trust is to provide a clean, Islamic environment within which service users can learn and work in safety, insha' Allah. Written guidance such as this is provided in a spirit of naseehah (sincere advice) and it is hoped that it is received and read in the same spirit.

**SPECIFICATION**

Ideally the postholder will have experience using MS Word, Excel, Publisher and Adobe Creative Suite and have a good knowledge of websites.

The postholder will be organised and work methodically.

Suitably qualified, preferably at degree level and experienced in working in an Islamic environment.

