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Job Title: Regional Programmes Assistant

Location: UK-based (with some travel for Programme Monitoring)

Reports to: Programmes Manager

Department: Relief

Overview:  
As-Suffa Relief is a humanitarian charity focused on supporting children and education worldwide, with a strong emphasis on long-term education programmes. The Regional Programmes Assistant will support the Programmes Manager and the wider team in the effective administration, monitoring, and coordination of international relief projects, including education, emergency relief, and seasonal initiatives. The role is UK-based but may require occasional field visits to support the monitoring of programmes. The postholder will liaise with internal teams, partner organisations, and field staff to ensure the smooth delivery of projects, as well as assist in gathering and managing project feedback. They will also support donor and stakeholder reporting, help maintain the project tracking system, and work closely with the finance team to ensure projects remain within budget.

Key Responsibilities:

* Provide comprehensive administrative support to the Programmes Manager and regional programmes team.
* Assist in processing project funding applications and completion reports in line with As-Suffa’s criteria and guidelines.
* Maintain accurate project files and records of charitable expenditure.
* Respond to feedback enquiries from donors, partner organisations, and team members.
* Ensure all work is conducted in a professional manner and in line with organisational policies and procedures.
* Represent As-Suffa Charity at meetings, events, and partner engagements.
* Carry out additional duties as required, commensurate with the role.

Skills and Responsibilities:

* Resource Management: Demonstrated ability to manage resources effectively across multiple projects.
* Capacity Management: Ability to assess and manage the capacity of teams and resources to meet project demands.
* Risk and Issue Management: Proactively identify, assess, and mitigate risks, and address issues promptly to ensure smooth project delivery.
* Team Leadership: Proven leadership skills, with the ability to inspire, manage, and develop teams in diverse, cross-functional, and multicultural environments.
* Strategic Thinking and Problem Solving: Ability to think strategically, solve complex problems, and resolve outstanding issues effectively.
* Project Resolution: Ability to resolve outstanding project issues efficiently and prevent recurring challenges.
* Cultural Awareness: Strong understanding of working with diverse teams and respecting cultural differences in international settings.
* Data Analysis and Information Management: Strong skills in analysing data to inform decision-making and manage project information effectively.
* Technical Skills: Technical competencies relevant to the role, including familiarity with project management software, systems implementation, and data analysis tools.

Requirements:

* Recognised portfolio/programme/project management qualification or undergraduate degree (or equivalent) – desirable.
* Proven ability to work under pressure and meet multiple deadlines in a fast-paced environment – essential.
* Flexible approach with strong teamwork skills – essential.
* Previous office administration experience – desirable.
* Strong verbal and written communication skills in English – essential.
* Proficiency in Microsoft Office (particularly Word and Excel) – essential.
* Excellent organisational, interpersonal, and communication skills – essential.
* Self-motivated, trustworthy, and able to work independently – essential.
* Willingness to undertake a minimum of 3 international trips of at least 2 weeks each, if required – essential.
* Working knowledge of Arabic, Turkish, Urdu, Bengali, or East African languages – desirable.
* Knowledge and experience in the humanitarian and non-profit policy sector – desirable.
* Commitment to the values and ethos of As-Suffa Charity – essential.
* Ability to work flexible hours when required – essential.
* Valid UK driving licence and access to own car – desirable.