JOB DESCRIPTION & Person Specification

Orphan Sponsorship Administrator

Job Title: Orphan Sponsorship Administrator

Department: Programmes & Sponsorship

Location: Bradford, UK (office-based with occasional travel where required)

Reports To: Orphan Sponsorship Manager

Contract Type

Part-Time, 1-year Fixed-Term Contract, with the possibility of extension.

Salary

£16,000 per annum (24 hours per week)

Working Hours

The specific working days and hours will be agreed with the successful candidate. Some flexibility may be required to support organisational activities and programme requirements.

About Human Relief Foundation

Human Relief Foundation (HRF) is an international humanitarian charity dedicated to saving lives and supporting vulnerable communities through emergency relief, sustainable development, and sponsorship programmes worldwide.

We are seeking a highly organised and compassionate Orphan Sponsorship Administrator to support the delivery of our Orphan Sponsorship Programme and help strengthen relationships between sponsors, beneficiaries, and overseas partners.

The Role

The Orphan Sponsorship Administrator will play a key role in ensuring the smooth administration of sponsorship activities, maintaining accurate records, coordinating sponsor communications, and providing excellent supporter care.

Working closely with overseas programme partners and internal teams, you will help ensure sponsors receive timely updates about the children and communities they support while contributing to the growth and success of the programme.

Key Responsibilities

- Manage sponsorship applications, renewals, amendments, and records.
- Maintain accurate CRM and sponsorship database information.
- Coordinate sponsorship reports, photographs, letters, and beneficiary updates.
- Respond to sponsor enquiries and provide excellent supporter care.
- Build and maintain positive relationships with sponsors and stakeholders.
- Liaise with overseas partners to obtain programme updates and sponsorship information.
- Support the coordination and review of Arabic-language communications and reports where required.
- Produce reports and administrative information to support programme delivery.
- Ensure compliance with GDPR, safeguarding requirements, and organisational policies.

About You

You will have:

- Strong written and verbal English communication skills.
- Previous administrative experience with strong organisational skills.
- Experience maintaining CRM, donor management, or database systems.

- Excellent attention to detail and ability to manage multiple priorities.
- Strong communication and relationship-building skills.
- A commitment to delivering excellent supporter service.
- Cultural awareness and sensitivity when working with diverse communities and stakeholders.
- An interest in humanitarian, charitable, or international development work.

Desirable

- Arabic language skills would be advantageous, particularly for communication with overseas partners and reviewing programme information.
- Previous experience within a charity, humanitarian, or international development organisation.
- Experience within donor care, sponsorship administration, supporter engagement, or fundraising administration.
- Experience working with international programmes, overseas partners, or sponsorship schemes.
- Additional language skills relevant to communities supported by HRF.

Benefits

- Employee Assistance Programme (24/7 confidential support)
- Employee contributory pension scheme
- TOIL (where applicable)
- Professional development opportunities
- Opportunity to contribute to meaningful humanitarian work with global impact

Safeguarding

Human Relief Foundation is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Successful candidates will be subject to

appropriate pre-employment checks, including verification of right to work, satisfactory references, and any safeguarding checks deemed appropriate for the role.

CORE COMPETENCIES

Competency	Description
Communication	Communicates clearly and professionally with sponsors, colleagues, and stakeholders.
Customer Service	Provides excellent support and maintains positive sponsor relationships.
Organisation & Planning	Manages workload effectively and maintains accurate records.
Accuracy & Data Integrity	Maintains accurate records and ensures information is reliable, complete, and up to date.
Attention to Detail	Produces accurate work and maintains high-quality data.
Teamwork	Works collaboratively across teams and supports shared objectives.
Initiative	Takes a proactive approach and supports problem solving.
Professionalism	Represents HRF positively and maintains high standards of conduct.
Commitment to Humanitarian Values	Demonstrates compassion, integrity, and alignment with HRF's mission and values.

Other Requirements

- Right to live and work in the UK.
- Human Relief Foundation is unable to provide visa sponsorship for this position. Applicants must already have the legal right to work in the UK.