



## **SANAD For Alternative Parental Care Front desk/Office Manager**

### **ABOUT SANAD**

Sanad for Alternative Parental Care - currently under the legal name "Wataneya Society for Development of Orphanages" – is a non-profit organization, yet acts as a social enterprise, is registered under the Ministry of Social Solidarity (MoSS) since 2008.

Our Vision: A world where orphans shape their future.

Our Mission: Strengthening the alternative parental care system through standardization, research, certified training, and advocacy, so that every orphan to realize his uniqueness and potentiality.

Since its foundation, Sanad has been introducing innovative solutions based on a transformation approach to reform orphanage care in Egypt and ensure a better future for children and youth raised in care homes. Yet, in 2016, Sanad extended its efforts to include another form of alternative care which is foster/alternative families (Kafala) by joining the Higher Committee of Alternative Families at MoSS. Sanad created a breakthrough in the field of orphans care by developing Quality Standards for Alternative Care within care homes for children and youth without parental care and advocating for mandating these standards nationwide which was accredited and mandated by the Ministry of Social Solidarity in June 2014.

Sanad's projects and programs are driven from its long-term strategic objectives (2017-2024):

1. Developing the quality of family and semi-family care for children and youth without parental care
2. Empowering caregivers of children and youth to provide family-based care
3. Enabling youth without parental care economically and socially to successfully transition to independency
4. Developing monitoring and evaluation mechanisms for the alternative care system to sustain the quality of care
5. Building strategic partnerships to create an enabling environment for children and youth without parental care

Sanad was recognized as one of the best six practices worldwide to improve the living environment by Dubai International Award, was selected as the best project under the Humanitarian Category in the Arab Region by MBC Hope in 2014, was recognized by Prince Mohamed Bin Fahd Prize for Best Charity Performance in 2017 in the Arab World and received Misr El Kheir Foundation "Social Pioneers

	Prize" in 2020 for its effort in implementing the fourth goal in the SDGs "Quality Education."
<b>REPORTS TO</b>	<b>Finance &amp; Admin Senior Manager</b>
<b>DUTIES &amp; RESPONSIBILITIES</b>	<p><b>Front Desk Management:</b></p> <ol style="list-style-type: none"> <li>1- Greet and assist visitors, clients, and employees in a professional and friendly manner.</li> <li>2- Answer, screen, and direct incoming calls promptly.</li> <li>3- Manage incoming and outgoing mail and packages.</li> </ol> <p><b>Administrative Support:</b></p> <ol style="list-style-type: none"> <li>4- Provide administrative assistance to various departments as needed.</li> <li>5- Schedule appointments, meetings, and conference rooms.</li> <li>6- Maintain and update contact lists, databases, and office records.</li> </ol> <p><b>Human Resources Support:</b></p> <ol style="list-style-type: none"> <li>7- Manage interview appointments, and coordinate the hiring process.</li> <li>8- Facilitate onboarding and offboarding processes for new and departing employees.</li> <li>9- Maintain attendance records and vacation reports.</li> </ol> <p><b>Office Coordination:</b></p> <ol style="list-style-type: none"> <li>10- Oversee office supplies and ensure inventory is well-maintained.</li> <li>11- Coordinate with vendors for office maintenance and supplies.</li> <li>12- Monitor and maintain office equipment, ensuring they are in good working order.</li> <li>13- Ensure office cleanliness and organization.</li> </ol> <p><b>Communication:</b></p> <ol style="list-style-type: none"> <li>14- Serve as a liaison between departments and external contacts.</li> <li>15- Distribute internal communications and announcements.</li> </ol> <p><b>Problem Resolution:</b></p> <ol style="list-style-type: none"> <li>16- Address and resolve inquiries and issues promptly and effectively.</li> <li>17- Collaborate with other team members to ensure seamless office operations.</li> </ol>
<b>Job Requirements</b>	<ul style="list-style-type: none"> <li>• +5 years of experience in a similar role.</li> <li>• A Bachelor degree in Business Administration, or related discipline.</li> <li>• Fluent in both Arabic and English (ability to write formal correspondences, proposal, etc. in both languages)</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Strong organizational and multitasking abilities.</li> </ul>



	<ul style="list-style-type: none"><li>• Proficient in Microsoft Office Suite.</li><li>• Attention to detail and a proactive approach to problem-solving.</li><li>• Ability to handle confidential information with discretion.</li><li>• Ability to work collaboratively in a dynamic environment.</li></ul>
<b>Core Competencies</b>	<ul style="list-style-type: none"><li>• Communication Skills</li><li>• Organizational Skills</li><li>• Interpersonal Skills</li><li>• Confidentiality</li><li>• Customer Service Orientation</li><li>• Collaboration and Teamwork</li></ul>
<b>DOCUMENTS TO BE SUBMITTED</b>	<ul style="list-style-type: none"><li>• Resume</li></ul>

Interested Candidates can send the above documents to [careers@sanadorphans.org](mailto:careers@sanadorphans.org), mentioning the job title in the email subject line.

Note: We'll be in touch with those who make it to the shortlist for interviews. Appreciate your interest!