

Sanad for Alternative Parental Care Front Office & Administrative Assistant

ABOUT SANAD

Sanad for Alternative Parental Care is a mission-driven organization operating with a social enterprise mindset, dedicated to transforming alternative parental care systems in Egypt and the Arab region.

Founded in 2008 and registered under the Ministry of Social Solidarity (MoSS), Sanad has evolved into a recognized leader in system-level reform, combining policy influence, quality standards, research, certified capacity building, and strategic partnerships to improve outcomes for children and youth without parental care.

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 realizes their uniqueness and potential.

Sanad's work is anchored in the United Nations Sustainable Development Goals (SDGs), with a particular focus on:

- **SDG 4 – Quality Education**
- **SDG 8 – Decent Work and Economic Growth**
- **SDG 10 – Reduced Inequalities**
- **SDG 16 – Peace, Justice, And Strong Institutions**
- **SDG 17 – Partnerships for The Goals**

Through this lens, Sanad operates as a system architect and knowledge leader, shaping how alternative care is governed, measured, and delivered.

A defining milestone in Sanad's journey was the development of national quality standards for alternative care, officially accredited and mandated by the Ministry of Social Solidarity in 2014. This achievement marked a structural shift in how care quality is defined and implemented across Egypt, and positioned Sanad as a reference point for quality and accountability in the sector.

In 2016, Sanad expanded its leadership role to include family-based care (Foster/Kafala families) by joining the Higher Committee for Alternative Families at MoSS, contributing directly to policy dialogue and reform at the national level.

Today, Sanad operates across the full alternative care ecosystem:

- **Institutional and Family-Based Care Models**
- **Caregivers, Practitioners, And Institutions**

	<ul style="list-style-type: none"> • Youth Transitioning into Independent, Dignified Adulthood • Monitoring, Evaluation, And Accountability Systems • Cross-Sector, Regional, And International Partnerships <p>Sanad’s approach and impact have been recognized regionally and internationally, including:</p> <ul style="list-style-type: none"> • Selection among the Top Six Global Practices for Improving Living Environments (Dubai International Award) • Best Humanitarian Project in The Arab Region (Mbc Hope, 2014) • Prince Mohamed Bin Fahd Prize for Best Charitable Performance (2017) • Misr El Kheir Foundation’s Social Pioneers Prize (2020) For Contribution to SDG 4: Quality Education <p>As Sanad enters its next phase, the organization is scaling its influence beyond borders, strengthening its regional presence, deepening strategic partnerships, and investing in systems, brand, and talent that support long-term sustainability and regional leadership.</p> <p>We are building a team of professionals who want to contribute to market-shaping work, apply world-class practices to social impact, and be part of an organization that operates where local credibility meets regional ambition and global standards.</p>
<p>ROLE OVERVIEW</p>	<p>The Front Office & Executive Director Office Coordinator manages Sanad’s front office operations, communication channels, correspondence, office logistics, and workplace services, while ensuring a professional and organized environment for visitors, employees, and stakeholders.</p> <p>The role also provides administrative and coordination support to the Executive Director’s office, including meeting arrangements, minutes, action-point follow-up, briefing materials, correspondence, and selected stakeholder-related support, while maintaining confidentiality, accuracy, and timely follow-up.</p>
<p>REPORTS TO</p>	<p>Finance and Admin Manager</p>
<p>DUTIES & RESPONSIBILITIES</p>	<p>1. Reception Management & Organizational Communication Channels</p> <ul style="list-style-type: none"> • Acts as the organization’s first point of contact for visitors and stakeholders, reflecting a professional, welcoming, and organized image.

- Manages all general communication channels, including telephone and general email, and ensures requests are accurately and promptly directed to the relevant department.
- Follows up on transferred requests until closure and ensures that no request is left without follow-up.
- Receives visitors, coordinates their access, and ensures they are directed to the concerned team member or department.
- Maintains a professional and organized reception area at all times.

2. Official Correspondence & Institutional Archiving Management

- Manages the organization's incoming and outgoing correspondence system and accurately records it in updated logs.
- Ensures correspondence is delivered to the concerned parties and obtains proof of receipt when needed.
- Organizes, delivers, and archives contracts, letters, invoices, handover reports, and official documents in an organized paper and electronic filing system for easy retrieval.
- Maintains the confidentiality and security of official documents.
- Ensures all correspondence and relevant materials are produced, tracked, and archived in a timely and accurate manner.

3. Executive Director Office Administrative Support

- Acts as a coordination point between the Executive Director and internal or external parties, as requested.
- Provides administrative and coordination support to the Executive Director's office in selected assignments, initiatives, and organizational follow-ups.
- Works closely with the Executive Director and Management Team to arrange meetings and prepare required briefing materials.
- Coordinates meetings related to the Executive Director's office, including scheduling, logistics, agendas, documents, and required materials.
- Attends selected internal and external meetings with the Executive Director when requested.
- Takes meeting minutes and documents key discussion points, outcomes, decisions, and action plans.
- Follows up on agreed action points from meetings on behalf of the Executive Director's office and shares timely updates with relevant parties.

- Co-facilitates internal meetings and workshops related to the Executive Director's office when needed.
- Supports in preparing reports, presentations, email correspondence, letters, and other administrative materials related to the Executive Director's office.
- Collects, organizes, and presents data or updates from different stakeholders upon request.
- Provides administrative support to the Executive Director in the coordination of selected organizational priorities, while maintaining confidentiality and professionalism.

5. Assets & Devices Management

- Coordinates the handover and return of laptops, mobile phones, and other assigned devices to employees.
- Prepares handover reports and ensures they are signed and properly documented.
- Updates the asset register immediately after any change.
- Coordinates with the People & Culture Department to include handover reports in employee files.
- Maintains an updated record that ensures accountability and prevents undocumented devices.

6. Travel & Logistics Coordination

- Coordinates travel bookings, including transportation and accommodation, in accordance with approved policies and authorizations.
- Requests and compiles quotations when needed and compares them before submitting for approval.
- Coordinates with service providers to ensure bookings are executed according to approved requirements.
- Maintains quotations, invoices, and related documentation and submits them to the Finance Department as required.
- Ensures travel and logistics arrangements are properly documented and aligned with internal procedures.

7. Coordination of Internal & External Meetings and Events

- Coordinates meetings and events, whether inside or outside the organization's premises.
- Reserves venues and ensures all required arrangements are prepared in advance.
- Coordinates with vendors, including venues, hotels, transportation, catering, equipment providers, and other service providers.

- Ensures the venue, materials, equipment, and hospitality arrangements are fully prepared before the scheduled time.
- Maintains quotations, invoices, attendance records, and related documents for meetings and events.
- Supports with on-site coordination during meetings, workshops, and events when needed.

8. Office Supplies & Vendor Management

- Monitors inventory of office supplies, hospitality items, cleaning materials, and other operational supplies to ensure uninterrupted office operations.
- Requests quotations when purchasing supplies or contracting vendors.
- Compares quotations and submits them for approval according to established procedures.
- Follows up on deliveries and ensures purchased items match approved specifications.
- Maintains organized records of purchases, quotations, invoices, and vendor communications.

9. Workplace Environment & Cleanliness Supervision

- Prepares and follows up on the daily cleaning plan.
- Conducts regular inspections of offices, meeting rooms, reception area, and facilities.
- Ensures a clean, organized, safe, and suitable working environment for employees and visitors.
- Coordinates with office assistants to ensure workplace readiness and proper hospitality arrangements.
- Reports any issues affecting the work environment and follows up until resolved.

10. Maintenance & General Services Follow-up

- Records malfunctions, maintenance needs, and general service requests.
- Follows up on maintenance requests according to approved procedures.
- Coordinates with service providers after obtaining the required approvals.
- Monitors implementation until the request is closed.
- Maintains a tracking log for maintenance and general service requests.

	<p>11. External Errands Coordination</p> <ul style="list-style-type: none"> • Distributes external errands to office assistants based on priorities and urgency. • Follows up on execution and obtains proof of receipt or delivery when needed. • Documents errands in an organized tracking log. • Ensures external errands are handled in a timely, accurate, and accountable manner. • Escalates delays, risks, or urgent issues to the concerned manager when needed.
<p>EXPERIENCE & QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Bachelor’s degree in Business Administration, Secretarial Studies, or any related administrative field is preferred. • 3–5 years of experience in reception, administration, or office coordination roles. • Experience in dealing with service providers and maintenance coordination. • Strong organizational and multitasking skills with attention to detail. • Excellent communication and interpersonal skills. • Proficiency in Microsoft Office applications (Word, Excel, Outlook, and PowerPoint).
<p>REQUIRED SKILLS & COMPETENCIES</p>	<ul style="list-style-type: none"> • Strong communication and coordination skills. • Excellent organizational and time management abilities. • Attention to detail and problem-solving skills. • Ability to multitask and work under pressure. • Professionalism and confidentiality. • Good vendor and stakeholder management skills. • Proficiency in Microsoft Office applications. • Teamwork and collaboration skills.
<p>POSITION TYPE</p>	<ul style="list-style-type: none"> • Full-time
<p>APPLICATION FORM</p>	<ul style="list-style-type: none"> • Application Form

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