

Job Description – Administrative Assistant



Refugee Support
Devon

Salary: from £24,294-25,979 pro rata (35 hrs) based on NJC SCP 7-11
Hours: 17.5 hours per week – Wednesday morning (3.5 hours), all day on Thursday and Friday (7 hours each)
Holiday: Pro rata equivalent to 6 weeks including public holidays
Term: Initially 6 months. Extension subject to successful funding application
Location: Refugee Support Devon (RSD) office within the Exeter Community Centre

Summary

RSD provides a range of support services and immigration advice to refugees, asylum seekers and vulnerable migrants living in Devon. It also has an important role in providing information within the wider community to assist with the integration of service users and access to services they are entitled to. RSD currently employs eleven staff members most of whom work part-time.

Main purpose of this position

To provide administrative support to the organisation and its evolving projects.

To help implement RSD's external communications strategies and projects.

The post holder, along with the current administrator, provide administrative support to the RSD team. They will often be the first point of contact either in person, by phone or email and must have excellent communication and administrative skills to deal with tight deadlines within a busy office and customer service environment. The post holder will also coordinate RSD's quarterly newsletter, website content and social media platforms (currently Facebook, Twitter and Instagram).

Main duties and responsibilities

- Maintain and assist with the development of office/project recording systems – including client, volunteer, financial, database and contact distribution lists
- Filing, archiving and maintaining a tidy and organised office (including electronic data)
- Assist with office and project supplies – procurement, invoice and light budget management
- Carry out routine financial administration, for example issuing invoices, processing expenses and reimbursement claims, managing petty cash and emergency fund floats

- Take minutes during meetings and distribute appropriately and in a timely manner
- Respond to general enquiries to the office
- Correspond with partner organisations and funders, including acknowledging grants and collating information to assist with reports and applications
- Coordinate the fundraising committee and attend meetings, take minutes and inform the committee of deadlines for applications and reports
- Maintain accurate records, adhering to data protection regulations in all aspects of the organisation
- Coordinate the maintenance and updating of the website, quarterly newsletter and social media sites
- Assist staff and volunteers to use systems effectively in administrator's absence
- Undertake any other reasonable duties within the scope of the post

Person specification

	Knowledge and Experience
Essential	<ul style="list-style-type: none"> ✓ Experience of office administration including IT systems and equipment ✓ Proficiency in using Microsoft office applications, including Microsoft Word, Outlook and Excel ✓ Excellent written and spoken English ✓ Ability to work and communicate with a wide range of people, including those for whom English is a second language ✓ Ability to work as part of a team and also under own initiative, organising own workload and juggling a range of tasks ✓ Experience of using communication tools including social media platforms and website ✓ Positive, passionate and enthusiastic approach to customer service, including empathy with our clients
Desirable	<ul style="list-style-type: none"> • Understanding of data protection and confidentiality • Experience of basic financial management – budgets, petty cash floats • Understanding of issues facing refugees and asylum seekers • Experience of working in voluntary/community organisations

For further information, please contact RSD at: info@refugeesupportdevon.org.uk or visit our website at www.refugeesupportdevon.org.uk

Closing date for applications: Friday, 29 March 2024

Interviews: Monday, 8 April 2024