

# Job Description – Communications and Administration Assistant



Refugee Support  
Devon

|                  |   |
|------------------|---|
| <b>Salary:</b>   | from £24,294-25,979 pro rata (35 hrs) based on NJC SCP 7-11   |
| <b>Hours:</b>    | 21 hours per week – must include Wednesday morning, all day on Thursday and Friday (9 - 5) with the remaining half day to be negotiated |
| <b>Holiday:</b>  | Pro rata equivalent to 6 weeks including public holidays  |
| <b>Term:</b>     | Initially 6 months with a view to becoming permanent, subject to successful funding application   |
| <b>Location:</b> | 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 nine 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.

To coordinate / produce RSD's quarterly newsletter, regular updates to our website and social media platforms (currently Facebook, Bluesky, Instagram, LinkedIn and X), and maintain our WhatsApp client community.

To provide administrative support to the fundraising committee.

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.

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

**We are proud to be an equal opportunities employer and we value the contribution each individual makes to our work. We have striven to build a diverse and inclusive working environment where all staff feel empowered, respected and valued.**

For further information, please contact RSD at: [personnel@refugeesupportdevon.org.uk](mailto:personnel@refugeesupportdevon.org.uk) or visit our website at [www.refugeesupportdevon.org.uk](http://www.refugeesupportdevon.org.uk)

Closing date for applications: **Sunday, 23 February 2025**

Interviews: **Tuesday, 4 March 2025**