



Supporting refugees, asylum seekers & those with no recourse to public funds

Voices in Exile

Job Description: Office administrator

Job Title:	Office administrator
Responsible to:	Director; Projects & development manager
Status:	Part-time (0.8FTE/4 days pw) with potential to extend to full-time
Contract:	Permanent
Hours:	30 hours (4 days) per week – with potential to extend to f/t (37.5h), and/or flexible hours considered inc. e.g. working 30 hours over 5 days if preferred
Salary:	NJC pay scale range SP7 (£20,444 FTE) – SP17 (£24,920 FTE)
Place of work:	Predominantly office-based in Kemptown with occasional remote working as agreed
Holiday entitlement:	25 days per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 6 additional days

Background:

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Brighton & Hove, East and West Sussex. We offer practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, connect with communities, and develop their own potential through a programme of learning and creative activities. We are working towards becoming an organisation better informed by lived experience, but we are not there yet. Post holders will form a key part of a small, committed team working to develop Voices' services, activities and infrastructure at a critical point of growth for the organisation.

Job purpose:

We are looking for an efficient, friendly office administrator to manage our reception office, perform a range of key admin and finance duties and maintain and develop our systems, processes, governance and infrastructure. As the first point of contact for clients, visitors and callers to Voices, this is a crucial role and requires the ability to be welcoming, patient and responsive while multi-tasking and paying a high level of attention to the detail of admin and finance. The post holder will need to be able to step immediately into a busy office and frontline advice environment with the necessary confidence, skills and knowledge to manage

both reception and back-office functions and a range of competing day-to-day and longer-term admin and finance priorities with minimal supervision, working mostly from our premises in Brighton. Some knowledge of the support needs of refugees and migrants and experience of working in the voluntary sector would be desirable; good admin and finance skills together with openness, empathy and a willingness to learn are essential. There is room within the role for the postholder to receive training to develop their own skills and areas of expertise in the organisation, for example in campaigns and events co-ordination, digital communications and fundraising. We actively welcome applications from those with lived and relevant experience – please see the job description and person specification below.

Flexible working is possible around our core hours and operational needs but will amount to a commitment of at least 4 days (30h) a week. An extension to full-time hours (37.5h pw) is also possible. This is a front-facing role and so will need to be predominantly office-based, but occasional home or remote working can be considered where needed.

Regular supervision and support will be provided, as well as access to external training on specific issues where needed. We have a work culture that is friendly, welcoming and inclusive, and we take staff wellbeing seriously. Clinical supervision is available and we make time for collective care and peer support within our working hours. We are a learning organisation and are open to hearing about how we can do better.

Postholders will need to have the right to work in the UK.

Covid-19 & hybrid working:

Post-Covid and in response to staff feedback we are now developing a long-term hybrid working model to provide most staff with the flexibility to work from home and from our Kemptown office as and when suits as long as this fits with our operational needs. Individual working arrangements can be discussed with your line manager and/or our director. The practical requirements of this post however mean that it will need to be mostly office-based.

Where needed we will provide the kit (IT and phone) needed to ensure that you can work from home safely and comfortably when agreed. We would expect you to have adequate working broadband and data allowance in place at no additional cost to Voices, but are willing to discuss this if it is a barrier. Working from home and flexible working arrangements are negotiable and subject to operational need, and will be under regular review

We would expect and hope that applicants will be fully vaccinated against Covid but will make accommodations if and where practical if this is not possible. We have clear Covid risk assessments, policies and procedures in place and these are reviewed regularly.

Staff reporting to this post:

Volunteers

Key responsibilities

Reception/general admin:

- Providing a friendly and professional first point of contact for visitors and callers to the office, answering the door and phones, taking messages, responding to requests for information and signposting enquiries appropriately;
- Ensuring same-day posting of outgoing post and distribution of incoming post, and keeping clear records of postage and e.g. next-day delivery of legal documents;
- Dealing with stationery, office, kitchen & general supplies and orders;
- Dealing with deliveries and donations;
- Ensuring that signage, posters, leaflet displays etc. are kept up to date;
- Helping collect and prepare information and data needed for funding reports etc. as directed by Director and Trustees;
- Developing and updating clear procedures and guidance for key internal admin functions and processes, including routine finance admin;
- Ensuring that our internal systems and procedures are transparent, clearly documented and compliant with external funding requirements and quality standards including GDPR;
- Dealing with recruitment admin, enquiries and correspondence; collating and anonymising applications; arranging interviews; organising staff inductions etc.
- Processing and monitoring DBS checks for staff

Finance admin:

- Liaising with our finance officer and carrying out routine finance admin tasks including reconciliation of invoices as agreed and under supervision;
- Keeping petty cash float topped up, ensuring that change is available, reconciling & keeping clear records & receipts;
- Arranging prompt payment of bills & invoices, keeping clear records of payments, ensuring that all payments are authorised and prioritised by Director and preparing and processing weekly batch payments;
- Ensuring that bank statements are checked, correctly filed and scanned, and/or passed on to Director & Treasurer as directed;
- Ensuring timely payment of PAYE & NI with monthly payroll;
- Dealing with financial donations, keeping clear record of donors, sending thank you letters, processing and depositing cash and cheques;
- Administering and monitoring Gift Aid donations;
- Ensuring that our internal systems and procedures are transparent, clearly documented and compliant with external funding requirements and quality standards including GDPR and the Charity Commission.

Building maintenance:

- Managing and supervising cleaning, building & office IT maintenance contracts;

- Ensuring health & safety compliance including compliance with fire regulations, and organising core staff training (first aid, fire safety etc.) in liaison with our projects & development manager and director;
- Taking on role of fire marshal & responsibility for periodic drills, evacuation procedures etc.
- Liaising with landlord re room bookings, essential building maintenance etc.
- Maintain stock levels of cleaning, kitchen, and stationary supplies

Website & social media:

- Maintaining our website via Wordpress and updating content as needed;
- Maintaining and updating our social media accounts including Facebook, Twitter and Instagram

Other:

- Supporting staff with clients’ digital inclusion needs by co-ordinating donations of devices; sourcing laptops, phones, tablets; managing phone contracts and maintaining careful records;
- Contributing to staff inductions by sourcing phones and laptops; setting up email addresses; demonstrating filing systems;
- Organising and attending regular team meetings and events & participating in other advice and staff team commitments, core trainings and meetings as necessary;
- Participating fully in individual supervision, training and appraisal;
- Working with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carrying out any other duties as required.

*A = Application form
(Please address the relevant points in order)
I = Interview*

Person Specification	Essential or Desirable	Assessment Method
Education and qualifications		
1. English and Maths ‘O’-level/GCSE or equivalent	E	A
Experience		
2. Minimum 1 year’s experience of reception and office administration, including finance admin	E	A
3. Experience of working within framework of key policies and procedures including confidentiality, safeguarding, lone working etc.	E	A + I
4. Experience of working in the voluntary or community sector	D	A + I

5. Experience of working with vulnerable service users	D	A + I
6. Experience of working with and/or managing volunteers	D	A + I
7. Lived experience of migration and/or the UK immigration system	D	A + I
Knowledge		
8. Good general knowledge of issues faced by refugees and migrants	D	A + I
9. Good up-to-date knowledge of relevant policies and standards including data protection, safeguarding, confidentiality, health and safety, recruitment, finance, lone working, dealing with conflict, health and safety etc.	E	A + I
Skills & abilities		
10. Ability to step into pressurised office and frontline advice environment and manage and prioritise own work with minimal supervision	E	A + I
11. Excellent spoken and written communication skills, including high level of literacy in English	E	A + I
12. High level of proficiency in Microsoft Office packages, including Excel, and the ability to learn new software as needed	E	A + I
13. Ability to keep clear financial records and to prepare basic internal accounts (using e.g. Excel)	E	A + I
14. Excellent organisational skills, attention to detail, ability to plan and organise own work and meet deadlines	E	A + I
15. High level of integrity and discretion	E	A + I
16. Ability and willingness to work constructively as part of a team and to manage effective relationships with colleagues, clients, trustees, funders, partner organisations and other stakeholders	E	A + I
17. Ability to relate well and communicate clearly and respectfully with a diverse group of people, and to maintain confidentiality and professional boundaries	E	A + I
18. Ability to speak a community language	D	A
Other		
19. Commitment to working with vulnerable migrant and refugee clients	E	A + I
20. Commitment to working in an inter-cultural, multi-faith environment	E	A + I
21. Commitment to ViE aims, values and ethos	E	A + I
22. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	A + I