

Job Description:

Office administrator



Voices in Exile

Job Title:	Office administrator
Responsible to:	Director; Operations and Communications Officer
Status:	Part-time (0.8FTE/4 days pw)
Hours:	28 hours (4 days) per week – with potential flexible hours considered inc. e.g. working 28 hours over 5 days if preferred
Salary:	£25,992 - £27,711 pro rata
Place of work:	Office-based in Kempdown
Holiday:	25 days per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 30 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 both practical and legal support including generalist advice, support to people on resettlement programmes 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, build community, 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. Post holders will form a key part of a small, committed team working to develop Voices' services and activities.

Job purpose:

We are looking for an efficient, friendly office administrator to manage our reception office, perform a range of key admin and finance admin duties. 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 administration and processes. 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 priorities with minimal supervision, working 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 skills together with openness, empathy and a willingness to learn are essential. We actively welcome applications from those with lived and relevant experience – please see the job description and person specification below.

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 for all frontline staff 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.

Key responsibilities:

Reception

- Provide a friendly and professional first point of contact for visitors and callers to the office, answer the door and phones, take messages, respond to requests for information and signpost enquiries appropriately
- Ensure prompt processing and accurate documentation of outgoing and incoming post.
- Monitor stock levels and order stationery, office, and kitchen supplies
- Deal with deliveries and donations

General admin

- Deal with recruitment admin and correspondence; collate and anonymise applications; arrange interviews; and organise staff inductions
- Process and monitor DBS checks for staff and volunteers
- Request and follow up references for volunteers and new staff
- Staff team meetings – diarise monthly meetings, take minutes and circulate to staff
- Organise purchase of bus tickets for service users and collect from One Stop, North Street
- Liaise with food bank co-ordinator re. donations and deliveries, and provide parcels to clients outside of food bank hours
- Monitor and organise renewal of subscriptions and memberships
- Organise Zoom meetings for staff and share details with invitees via Outlook Calendar
- Maintain records of individual donors, send thank you letters / cards / emails and invite to subscribe for updates where appropriate
- Keep main phone line and advice phone line recordings up to date

Finance admin

- Keep petty cash float topped up and keep clear records and receipts
- Make purchases using Soldo bank card, record expenditure details on a spreadsheet, and add purchase details including a pdf of the receipt to the administrator's Soldo bank account

- Deal with financial donations by keeping clear records of donors, issuing Gift Aid forms, processing and depositing cash/ cheques at the post office

Building maintenance and health & safety

- Liaise with landlord re room bookings and essential building maintenance
- Ensure health & safety compliance including compliance with fire regulations eg. liaising with landlord re. annual fire extinguisher check, and ensuring office first aid kit is kept stocked up
- After training, assume role of fire marshal and responsibility for periodic drills and evacuation procedures.

Other

- Provide marketing/ comms support eg. with event organisation
- Source phones and laptops when needed; set up email addresses and liaise with our IT support (external company) to organise staff and volunteer access to Teams
- Organise and attend team meetings and participate in other staff team commitments and core training as necessary
- Participate fully in individual supervision, training and annual appraisal
- Work with colleagues to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with migrants at risk
- This role requires the ability to lift and carry items, and to move up and down stairs as part of daily responsibilities
- Carry out other duties appropriate to the role, as required

Person specification

Experience and qualifications		
1	English and Maths GCSE or equivalent	Essential
2	Experience working in a busy office or administrative role	Essential
3	Experience managing multiple tasks and priorities with minimal supervision	Essential
4	Experience providing a professional and welcoming reception/frontline service	Essential
5	Experience with finance admin (e.g. petty cash, invoices)	Desirable
	Knowledge	
6	Understanding of confidentiality and data protection principles	Essential
7	Understanding of the needs and challenges of refugees, asylum seekers and migrants	Desirable
	Skills	
8	Strong digital skills and confidence using cloud-based systems (e.g. shared drives, Microsoft 365, Zoom, Google Suite)	Essential

9	Excellent organisational and time management skills	Essential
10	Strong verbal and written communication skills	Essential
11	High attention to detail and accuracy in admin tasks	Essential
12	Ability to handle sensitive situations with discretion and empathy	Essential
13	Ability to work independently and as part of a team	Essential
14	Ability to work calmly under pressure	Essential
15	Flexible, proactive and solution-focused attitude	Essential
16	Open-minded, inclusive and non-judgemental approach	Essential
	Other	
17	Commitment to Voices in Exile's values and holistic, rights-based approach	Essential
18	Willingness to learn and participate in training and supervision	Essential
19	Lived experience relevant to the client group	Desirable
20	Ability to carry out physical duties (lifting, stairs)	Essential
21	Right to work in the UK	Essential