**Suffolk Refugee Support**

**Job Description**

Job Title: **Receptionist/Administrative Officer**

Accountable to: Office Systems Coordinator

Hours: Full-time, 35 hours per week, Mon-Fri (including 1-2 evenings per month)

Part-time hours/job share considered (please request when applying)

Salary: £21,856 FTE for 35 hours per week

Pension: Employer/employee scheme

Location: Based at Suffolk Refugee Support offices, 38 St Matthews Street, Ipswich, IP1 3EP with occasional travel around the county

Employer: Suffolk Refugee Support is a registered charity that provides support and advice to asylum seekers and refugees who are resident in Suffolk.

**Context and Purpose of the Job**

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly out on location with refugees and asylum seekers housed in accommodation across Suffolk.

This post is responsible for ensuring that all visitors to the office are welcomed and directed to the appropriate service and that SRS is able to run smoothly with fully functioning office space and resources. It is also responsible for taking minutes at meetings of the trustees and performing admin tasks as required by the staff.

The post is 35 hours a week Mon – Fri with some flexibility. Part-time hours or job share would be considered for the right applicant/s (please request this when applying). The postholder will be required to take minutes for the board of trustees at their meeting on the first Thursday evening of each month and other committee meetings where relevant.

The post holder will report directly to the Office Systems Coordinator.

**Main Duties and Responsibilities**

**Reception Duties**

* To answer the door and telephone to clients, ensuring they are made to feel welcome and listened to
* To maintain a tidy and organised reception, kitchen and public areas of the office
* To work with the Office Systems Coordinator to ensure the office is safe for clients, staff and visitors
* To be the first point of contact for clients, make an initial assessment of their needs and refer to the appropriate staff member for help
* To give information to clients about internal and external services which may be of benefit to them and to assist with occasional evaluation processes
* To deal with agitated and upset clients with empathy and calmness, ensuring that safety is maintained
* To communicate with clients and manage expectations in terms of the service they will receive
* To answer the door and telephone to all visitors to the office and make sure they are directed to the appropriate member of staff
* To maintain the security of the office – especially the front door – at all times and to report any problems to a manager immediately
* To take accurate messages for staff and to ensure these are passed on in a timely manner
* To sort and distribute incoming post including clients’ post
* To manage the appointment system for clients and advice staff
* To support and train volunteer receptionists to carry out the above duties

**Committee Admin Duties**

* To distribute papers via email for the monthly (evening) meetings of the board of trustees and to ensure all preparations are in place for the meetings
* To attend the meetings to help with practical matters for trustees
* To take minutes for the meetings, keep records and to distribute these appropriately, working closely with the chair of the trustees
* To help to organise and attend three sub-committees each month, taking minutes and distributing papers for these

**Office Admin Duties**

* To assist with all staff admin duties where needed – including filing, sorting, photocopying, tidying and ordering stationery
* In liaison with the Office Systems Coordinator, ensure office supplies are ordered and maintained as necessary
* To help maintain a safe and orderly working environment for staff and volunteers
* To ensure that waste materials are disposed of appropriately from the office (including all recycling)
* To manage petty cash payments and record keeping
* In liaison with the Office Systems Coordinator, ensure office documents are archived or disposed of securely in line with GDPR

**Other Duties**

* To help devise appropriate office systems to order and regulate activities of SRS
* To assist managers and staff with the induction of new staff, volunteers and trustees and ensure they complete safeguarding, DBS and health and safety training/checks
* To assist the Charity Manager or Advice Service Manager in other administrative tasks as required

**Staff and training**

* To ensure staff records and contact details are kept up-to-date and recorded in an appropriate manner
* In response to managers’ requests, to identify and arrange relevant training for staff and to ensure that they attend it. To keep a record of staff training and remind staff when renewal needed.
* To attend and contribute to Team Meetings and to the overall planning of services for SRS’ clients

**Publicity**

* To be involved occasionally in the delivery of SRS’s publicity via events, talks and meetings

**Flexibility**

Within a small team, and to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate grade. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

With the support of the Office Systems Coordinator, the post holder will be expected to manage their own workload and prioritise between short- and long-term goals.

**Equal Opportunities Statement**

As part of its recruitment policy, Suffolk Refugee Support intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, sexual orientation, class, disability, age, religious belief, ethnicity, or political persuasion, or is disadvantaged by any condition or requirement that is not demonstrably justifiable.

**Person Specification**

**Job Title: Receptionist/Administrative Officer**

**Reports to: Office Systems Coordinator**

**Essential Criteria Relating to Main Areas of Work**

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| **Knowledge, Skills and Abilities** | **Essential / Desirable** |
| Proven record in using general administrative and finance systems | Essential |
| Excellent IT skills with the ability to accurately and concisely record information | Essential |
| Ability to multitask in a busy environment and to remain calm under pressure | Essential |
| Friendly, helpful and positive attitude | Essential |
| Ability to provide a sympathetic first point of contact for highly vulnerable people, making them feel welcome and at ease | Essential |
| Ability to take the initiative to improve the office environment and work systems | Essential |
| Excellent spoken and written communication skills showing attention to spelling and grammar | Essential |
| Ability to use word-processing, spreadsheet and database packages. | Essential |
| Excellent organisational skills and attention to detail | Essential |
| Excellent time management skills | Essential |
| Valid driving licence and sometime use of car (expenses reimbursed) | Desirable |
| |  |  | | --- | --- | | Practical skills (such as DIY etc) | Desirable | | Desirable |
| Knowledge of Health and Safety regulations and procedures within small offices | Desirable |
| Experience of working within a multicultural team. | Desirable |
| An understanding of the needs and entitlements of asylum seekers and refugees coupled with some understanding of the asylum process/legislation in the UK. | Desirable |