



ADVICE TEAM AND OFFICE ADMINISTRATOR RECRUITMENT PACK



Who we are

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 on location with refugees and asylum seekers housed in accommodation across Suffolk.

Values

Individuals Matter - Each Client is unique and has an intrinsic value and constructive role to play in UK society

Respect - We are open, welcoming, respectful, and transparent in our dealings with one another and with others

Self Determination - We direct our efforts towards self-determination and ultimate independence for our Clients

Client Centred - We are led by the needs and interests of our Clients and design our services to work holistically to meet these

Safe Environment - The all-round safety and security of our Clients and everyone who works for and with SRS is of paramount importance

Keeping Informed - We keep ourselves fully informed and knowledgeable about every sphere of our work

Aims

Basic Needs - To address our Clients' fundamental needs including immigration status, housing, education, physical and mental health, employment and personal safety

Social Well-being – To facilitate and support recreational and leisure-time activities aimed at enhancing our Clients' social well-being and quality of life

Independence - To support our Clients in transitioning towards independence from SRS' services

Awareness and Rights - To promote awareness and understanding of our Clients' experience in the community, including advocating, advising, and lobbying to encourage statutory and other bodies to meet their obligations to our Clients

Client Partnership - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery

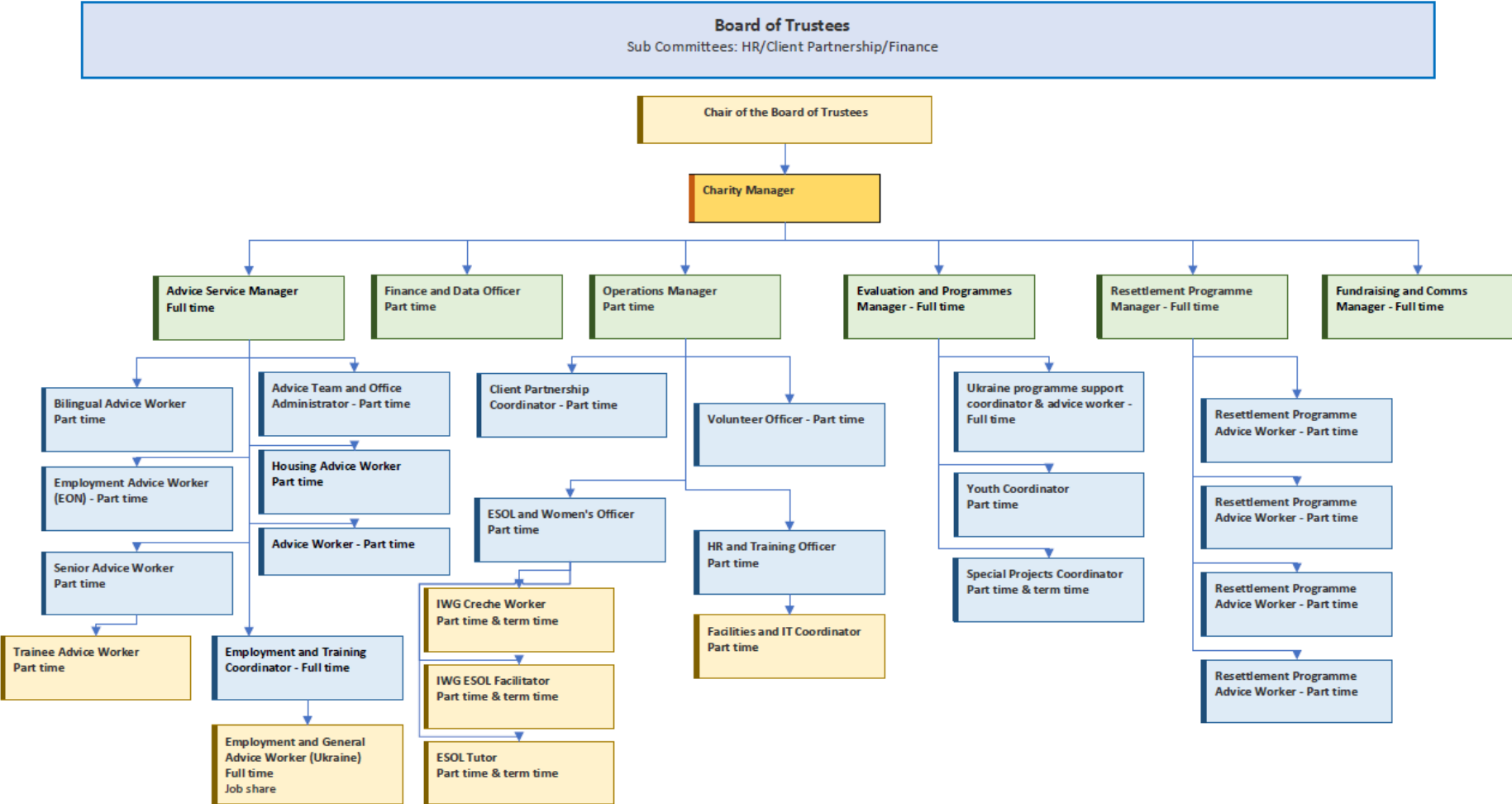
Governance - To uphold the effective governance and management of SRS in order to maximise its impact and ensure that its work is informed by 'voices of lived experience'

Staff - To maintain a workplace that values and supports Staff, enabling them to effectively carry out their roles in a healthy working environment

Volunteers - To increase and develop Volunteers' contribution to the work of SRS



Our structure



What we offer

Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

Development

We believe that investment in our staff to develop their skills is essential to providing high quality support to our clients. We provide:

- Training for role related duties
- Generic skills training to contribute towards personal development
- On the job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

Wellbeing

- Hybrid working (role dependant)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period



The opportunity

Job Title	Advice Team and Office Administrator
Reports to	Advice Service Manager
Hours	28 hours a week Monday, Tuesday, Thursday and Friday, with some flexibility for the Thursday
Salary	£21,224 (pro rata from £26,530 FTE for 35 hours per week) – Band 1
Contract	Permanent, subject to a 3 months' probation review
Location	Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP and occasionally on location in Suffolk

About the role

This post is responsible for ensuring that all visitors to the office are welcomed and directed to the appropriate service or staff member and that SRS is able to run smoothly with fully functioning office spaces and resources. The post holder is also responsible for taking minutes at meetings and performing admin tasks as required.

Main Deliverables

Reception Duties

- To manage the drop in and appointment system for clients and advice staff, in order to enable the smooth running of the service
- To be the first point of contact for clients coming to our office, assessing their needs (triage) and scheduling pre-booked or drop-in appointments, and allocating the clients to the appropriate advice service colleagues.
- To be the first point of contact for client phone calls, to make an initial assessment of their needs and advise them accordingly on next steps (drop in, booking and appointment or signposting)
- To take accurate messages for staff and to ensure these are passed on in a timely and secure manner

- 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 manage clients' expectations in terms of the service they will receive
- To deal with agitated and upset clients with empathy and calmness, ensuring that safety is maintained (with the support of a member of the management team where required)
- To maintain the security of the office – especially the front door – at all times and to report any problems to a manager immediately
- To sort and distribute incoming post including post held for clients
- To support and train volunteer receptionists to carry out the above duties.
- To maintain a tidy and organised reception, kitchen and public areas of the office
- To facilitate the access to the office for contractors in liaison with the Facilities and IT Coordinator

Data Protection Duties

- To carry out the administrative tasks associated with GDPR requirements: working closely with the Management Team, the Facilities and IT Coordinator and the HR and Training Officer to record that SRS has put the correct agreements in place, that these have been signed, and recorded according to procedure on our systems
- To ensure that Advice Service and office documents are archived or disposed of securely in line with GDPR
- To support the Advice Service Manager with client GDPR requirements.

Client Feedback Duties

- To encourage client participation in the Client Feedback survey.

Duties to support the Facilities and IT Coordinator

Working closely with the Facilities and IT Coordinator To maintain a safe and orderly office working environment for staff, volunteers, visitors and clients:

- To monitor stationery and other supplies and notify the Facilities and IT Coordinator when they need to order more
- To ensure equipment is ordered and maintained as necessary, and report any faults to the Facilities and IT Coordinator
- To ensure that waste materials are disposed of appropriately from the office (including all recycling).

Other Duties

- To help organise and to attend meetings, including distributing papers and taking minutes for them as requested by the Management Team and/or Trustee subcommittees.
- To assist in the overall planning of services for SRS' clients
- To assist with all staff admin duties where needed – including filing, sorting, photocopying
- To assist the Management Team in other administrative tasks as required.

Publicity

- To be involved occasionally in the delivery of SRS's publicity via events, talks and meetings.

Other requirements

To deliver services effectively, a degree of flexibility is needed, and you 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 skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

What we are looking for

Person Specification

Experience and knowledge	
Essential	Desirable
Understanding of the experiences of refugees and people seeking asylum in the UK and commitment to upholding their rights and entitlements	Experience of working with people seeking asylum
Experience of working and communicating with people who don't speak English as a first language	Experience of working with volunteers
Knowledge of Health and Safety regulations, Data Protection regulations and procedures within small offices	Experience of working within a multicultural team.
Skills	
Essential	
Proficiency in working with Microsoft Office packages and using a CRM database. Diligent and timely approach to admin work.	
Ability to multitask in a busy environment and to remain calm under pressure	
Excellent organisational skills and attention to detail	
Excellent time management skills	
Ability to take the initiative to improve the office environment and work systems	
Excellent spoken and written communication skills showing attention to spelling and grammar	

Attributes
Essential
Ability to provide a sympathetic first point of contact for highly vulnerable people, making them feel welcome and at ease
Friendly, helpful and positive attitude
Commitment to inclusive practices and equal opportunities
Commitment to Safeguarding Children, Young People and Vulnerable Adults

Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities.

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to Marianne Walker at HR@suffolkrefugee.org.uk

How to apply

Please complete the Application Form, the Equal Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to Marianne Walker at HR@suffolkrefugee.org.uk

If you require a larger print form or a paper form, please contact Marianne Walker at HR@suffolkrefugee.org.uk

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthews Street, Ipswich, Suffolk, IP1 3EP.

Deadline for submission: no later than 12 noon on 16th April 2026

Interview date: 23rd April 2026

We reserve the right to close this vacancy early and interview at an earlier date if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

How we choose who we invite to an interview

Shortlisting is completed by a panel of Suffolk Refugee Support staff member who will review and independently score your anonymised CV and the responses you have given to the questions asked in the application form's **Why are you the right person for this job** section.

They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.