



Refugee Support Group

RSG

Recruitment Brief

January 2024

Office Administrator

Key dates:

Closing date for applications:
Thursday, 8th Feb 2024, 9.00 am

Interviews: Wed 14th Feb 2024



www.rrsg.org.uk

Refugee Support Group is looking for an Officer Administrator!



Based in Reading, Refugee Support Group (RSG) has provided advice and support for refugees and asylum seekers across Berkshire for over 30 years.

In addition to our support advice and drop-in services, which are Reading-based, RSG also works across Berkshire with three local authorities to support Syrian, Ukrainian and Afghan families accommodated under the Government programmes.

Refugee Support Group is looking for an experienced administrator who can hit the ground running with enthusiasm, initiative, and compassion while working in a busy, challenging environment.

You will combine your initiative and common sense in supporting a vibrant, busy office for a small but growing charity providing services to refugees and asylum seekers for nearly 30 years.

You will be well-organised and able to work effectively but remain tactful and compassionate at all times. You will have a warm personality and be energetic, flexible and accommodating in your approach but firm and consistent when necessary. You love working in a challenging environment as part of a highly motivated staff team that enjoys working together but knows the importance of supporting each other.

You will want to make a difference to the lives of others.



About RSG

Refugee Support Group was formed in 1993 at a refugee conference organised jointly by Reading International Solidarity Centre (RISC), Oxfam and Churches Together in Berkshire. This conference responded to the civil wars and oppression in Somalia, Zimbabwe and Sudan and the many refugees coming to Reading.

As one of only 2 charities in Berkshire solely dedicated to supporting refugees, we are regulated by the Office of the Immigration Services Commissioner (OISC), overseeing our support for asylum seekers in Reading, West Berkshire and Wokingham, reaching into Hampshire.

We provide access to free immigration advice and legal services for asylum seekers, refugees, and vulnerable migrants responding to the shortage of immigration advice services in Berkshire, and the Thames Valley through collaboration with other refugee charities.

We advocate for a fairer and more humane asylum system, which has never been so important as the sector faces unprecedented challenges.

In 2014 RSG set its Reading City of Sanctuary programme. We supported Reading Borough Council in its application for City of Sanctuary status, which was gained in 2017. Since then, we have worked with the University of Reading to establish a refugee scholarship programme and achieve University of Sanctuary status, as well as churches, schools, museums, Hempen Farm, the theatre group Rank and File, and Greyfriars church all have gained Sanctuary Status recently.

RSG was awarded the prestigious Queens Award for Voluntary Services in 2017.

Our three strategic objectives are:

1

To improve the quality of life experienced by refugees and asylum seekers in the Berkshire area by:

- providing direct support and advice and assisting individuals and families to integrate with, contribute to and benefit from the wider community.

2

To maximise the resources available to support refugees and asylum seekers by:

- building constructive partnerships with other agencies that work with them.
- pursuing an active fundraising programme that increases the financial sustainability and stability of RSG.
- continually improve the sustainability, governance and management of RSG
- developing a team of employees and volunteers that is skilled, effective and well supported.

3

3. To increase the awareness of the needs of refugees and asylum seekers in the area of benefit by:

- raising the profile of the work of RSG
- developing a greater understanding of the size and nature of the refugee and asylum seeker population
- openly challenging practices that unfairly discriminate against refugees and asylum seekers.

Learn more about our work here or download a copy of our Annual Report 2022 - 23



Job Description

Job Title	Office Administrator
Reporting Responsibilities	Office Manager
Main Purpose	<ul style="list-style-type: none">• To provide reception and administrative support to the operational running of RSG's office.• Basic administration of client database using the triage system• To provide administrative support to the senior management team (CEO/Dep CEO)• To maintain and ensure the safe and smooth running of the RSG offices for staff, volunteers, service users and visitors.
Main Tasks and Accountabilities	<ul style="list-style-type: none">• To answer the front door and signpost enquiries and visitors quickly and efficiently, ensuring good communication with the visitor or service user.• To offer people a warm welcome and manage the reception waiting area sensitively but professionally.• Deal with telephone and general email enquiries appropriately and promptly.• Support the Drop-in Coordinator with running the Monday drop-in centre as required.• Support and assist the with the petty cash and banking processes in coordination with the Office Manager.• To manage office supplies and stationery, ensuring that stocks and supplies are maintained at an operational level.• To take and circulate staff meetings and other meetings as requested and ensure good communication across the team.• Provide assistance to the organisation of client events such as Christmas parties/presents in coordination with other staff.• Other duties may arise from time to time.• To carry out all of the above in accordance with the aims and values of Refugee Support Group, in particular, its Confidentiality and Equal Opportunity, Safeguarding and Data Protection policies and guidelines.

Skills and Experience

All experience may be paid or voluntary, full or part-time, in the UK or overseas. RSG values different and creative ways of managing people.

Qualifications and Experience

Essential

- ✓ Right to live & work in England
- ✓ Fluent written & spoken English
- ✓ Experience of providing administrative support/office management
- ✓ Ability to work as part of a team and share learnings with others.
- ✓ Knowledge of using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Charity Log, SharePoint, etc. to produce correspondence and documents maintaining records, spreadsheets and databases.
- ✓ Experience and understanding of cultural diversity and the ability to work with people from a range of different cultures.

Desirable

- ✓ Spoken and written second language.
- ✓ Understanding of financial and administrative tasks such as invoicing, petty cash reconciliation and banking procedures
- ✓ Experience of using Data Base systems
- ✓ Understanding of the needs, experience and hopes of refugees and asylum-seekers, the issues they face in integration, and a good general knowledge of the statutory and voluntary provision that can provide assistance.

Skills and Qualities

Essential

- ✓ Excellent interpersonal, time-management, communication IT skills
- ✓ Resourcefulness, problem-solving skills and good attention to detail
- ✓ A caring, sympathetic and sensitive manner
- ✓ Ability to relate to people from different backgrounds in non-judgmental way

Terms and Conditions:

Part-time 16 hours per week. Hours: 10 – 2pm, Mon – Thursday.

1-year contract (continued subject to funding).

Salary

JNC 2023/4 Scale 3 SP 5-6 Starting point 5 £23,000 (pro rata) + 6% pension contribution - progression up the scale subject to annual appraisal.

Benefits

- Holidays: 25 days per year, plus bank holidays, plus additional 1 day per year worked to a max of 30 days. (pro rata).
- Christmas leave allowance.
- Bike to Work scheme.
- Counselling support 24/7 available on request
- Free eye tests.
- 2 organised welfare days per year

To apply:

Send us your CV and a supporting statement (two sides of A4 maximum)

Email: admin@rrsg.org.uk

Or post to: 1st Floor RISC, 35-39 London Street, Reading, RG1 4PS.

Telephone: 0118 950 5356

*Please make sure you refer to the essential and desirable skills
and experiences listed above in your statement and CV,*

Key dates:

Please make a note of the Interview Date.

Closing date for applications: Thursday, 8th Feb 2024, 9.00 am

Shortlisting: Friday 9th Feb 2024

Interviews: Wed 14th Feb 2024

Start date:

As soon as possible, subject to your notice period. Immediate start possible.

RSG strives to be a diverse and inclusive employer and a place where we can ALL be ourselves.

We welcome applications from all sections of the community and encourage applications from the refugee and BAME communities with lived experience.

