

Voices In Exile

Receptionist / Administrator

Contract Type – Fixed Term

Salary £18,000 per annum (pro-rata)

Hours Worked – Part Time 30 hours per week

Voices In Exile is a registered charity and company limited by guarantee reaching out to those seeking asylum, refugees and those with no recourse to public funds within Sussex & Surrey. It provides Immigration Legal Advice regulated by the OISC as well as a specialised casework & destitution service, a cookery group and peer support for those accessing its services. Voices In Exile also hosts a weekly Medical Clinic with Doctors of the World for those needing medical support.

We are seeking to appoint a receptionist/administrator to help increase our core capacity to be able to enhance our casework service and volunteering opportunities within the organisation. Demand for the services we provide has been growing significantly as well as funding opportunities and the opportunities to partner with other agencies. The post will report directly to the Board of Trustees.

Job Description (Main Duties and Responsibilities)

Reception:

- Providing first point of contact for visitors and callers to the office.
- Answering the main office phone & taking messages.
- Answering the door when needed.
- Managing and responding to requests for information about the charity and volunteering opportunities.

General Administration:

- Collating statistics & information from the different projects.
- Responding to correspondence with sensitivity and understanding.
- Drafting reports in conjunction with the Director.
- Helping collect and prepare information required for returns to funders and partner organisations.
- Creating a database of volunteers & responding to volunteer requests.
- Processing volunteer applications and related paperwork, including DBS applications.
- Organising training & meetings in conjunction with the management team.
- Ensuring the health and safety of the office is maintained, organising fire drills and audits as necessary.
- Being familiar with the Policies and Procedures of Voices in Exile, including Safeguarding, Health and Safety and Equality and Diversity. Abiding by them at all times.

Financial Administration:

- Creating a database of funders.
- Banking for ILS Client Account.
- Indicating to Director when funds transfer is needed from the client account.
- Receiving, processing and depositing cheques and cash donations.
- Writing thank you letters.
- Collating the monthly books to send to the accountant for management accounts to be processed.
- Supporting the co-ordination of Gift Aid with the Treasurer.

Support to the management team:

- Preparing agendas for meetings and taking notes of meetings as required.
- Supporting the preparation of material for website and social media accounts.

Any other administration required by the management team to enhance the core structure of the Charity. The post will be subject to a DBS check due to the vulnerable needs of our clients.

Person Specification**Essential Criteria:**

- Experience of office-based administration work
- Good communication skills both written and verbal
- Computer literate
- High level of integrity and discretion
- Good organisational skills and the ability to plan and prioritise
- Good attention to detail and accuracy in completing tasks
- Ability and willingness to take instruction, work as part of a team and to use own initiative.

Desirable Criteria:

- Experience of working with vulnerable people
- Experience of working for a charity
- Experience of working with volunteers

To apply please send a covering letter and C.V. to Mary-Jane Burkett, Voices In Exile,

55 Upper North Street, Brighton, BN1 3FH.

Closing Date for applications Monday 16th May 2016 at 12pm.

Interviews to be held on Monday 1st June.