

RAMFEL Administrator

We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of immigration policy and practice.

We are looking for a highly organised individual to join our expanding team here in our office in Stratford as Administrator. This role is a great opportunity for someone looking for their next challenge within the charity sector; specifically, in the area of supporting vulnerable migrants.

Salary and Benefits: £24,000 FTE

Contract Duration: Fixed term 1 year

Working Hours: 0.6 FTE (3 days a week, 22.5 hours)

Pension scheme – Employer contribution 6%

Holiday entitlement: 28 days' annual leave (pro rata), childcare vouchers and cycle to work scheme available

Location: RAMFEL's offices in Stratford.

Overview

The Refugee and Migrant Forum of Essex and London (RAMFEL), is a not for profit organisation led by the needs of the individuals and communities we work with. Our focus is on providing immigration advice, destitution services, integration support and campaigning to improve the lives of refugees, asylum seekers and vulnerable migrants across London and Essex.

This is a new role to assist with the administration responsibilities of the organisation.

Specific Responsibilities

General Administrative Support

1. To support the Operations Manager to provide a high level of administrative support to all areas of the charity.
2. To attend team meetings and minute take as required.
3. To assist caseworkers with administrative support including scanning, printing and postage.
4. Assisting with Health and Safety Administration
5. Assisting with HR Administration
6. Maintain and update training records
7. Placing stationary orders where needed
8. Setting up of resources for meetings where necessary
9. Any other ad-hoc duties

Financial Admin

1. To work alongside Operations Manager to ensure all funders payments are up to date in line with RAMFEL's budget and expected income.

2. To issue invoices to clients and other organisations for the charity's fee charging service and funded grant work.

Service Delivery Support

1. Assist with administration and distribution of food vouchers for RAMFEL's clients
2. Conduct surveys and feedback with RAMFEL's clients to underpin effective service delivery
3. Support caseworkers with administrative support including organising of documents, scanning, etc.

Flexibility

The post holder is expected to be responsive to Ramfel's policies, priorities and the changing needs of the organisation and will be expected to adapt the workload as required. He/she/they may be expected to attend relevant meetings and briefings both within and outside the office, some of which may be outside normal office hours.

Management

The finance administrator is accountable to the Ramfel Board through the Ramfel management structure. The Service Manager will usually be directed by the Operations Manager who will also act as a line manager.

Person specification

Experience/knowledge

1. Knowledge of and empathy with the backgrounds and experiences of asylum seekers and vulnerable migrants
2. Experience of using client databases
3. Previous administrative experience

Skills

1. Ability to manage time effectively, demonstrate organisation skills and work to agreed objectives within specified deadlines
2. Strong IT skills including Microsoft Office
3. Communicates effectively at all levels, both verbally and written
4. Supportive team player

Personal attributes

1. Commitment to the aims and objectives of Ramfel
2. Has a positive, resilient, enthusiastic and pro-active approach
3. Ability to demonstrate behaviour in keeping with Ramfel's core values of Teamwork, Respect, Integrity and Fairness
4. Excellent understanding of confidentiality with strict professional boundaries and personal integrity

Desirable

1. Experience using Xero or similar financial software
2. Fluency in other languages
3. Experience in the charity sector