



## Office Manager / Foodbank Coordinator

### About us:

**The Refugee and Migrant Forum of Essex and London (RAMFEL)** is one of the largest immigration and asylum advice charities in the UK, supporting refugees, asylum seekers and vulnerable migrants to access justice. An OISC level 3 accredited organisation, we represent clients at all stages of the immigration and asylum process, up to and including the Upper Tribunal of the Immigration and Asylum Chamber.

We also actively campaign for a fairer and more humane immigration system. RAMFEL caseworkers therefore have the opportunity to work on systemic and strategic challenges and support broader advocacy work.

*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 UK immigration policy and/or of rough sleeping.*

### About the role

We are seeking a highly organised and proactive Office Manager to join our team. The successful candidate will play a crucial role in ensuring the smooth and efficient operation of our offices in Stratford and Ilford. The Office Manager will be responsible for overseeing various administrative tasks, managing office resources, and providing support to staff members. In addition, they will be in charge of the weekly running and distribution of our foodbank in our Ilford office. This is an excellent opportunity for an individual with strong organisational and interpersonal skills to contribute to the success of a meaningful cause.

**Relationships:** The post-holder will report to the Operations Manager and work closely with the managers and staff.

**Hours of work:** The role is a full-time/ permanent position, requiring 37.5 hours per week. Given the nature of RAMFEL's work, there may be instances where the Manager will need to exceed the standard hours. In such cases, compensatory time off can be arranged your line manager.

**Terms: £30,000 – 35,000 per annum depending on experience.** 28 days annual leave plus statutory holidays and 6% pension contribution.

**Other benefits:** Cycle to work scheme, tech scheme, and employee assistance program.

**Place of work:** The normal place of work will be at the People's Place, 80-92 High Street, Stratford, E15 2NE and one day a week at our Ilford office at Cardinal Heenan Centre, 326 High Road, Ilford, IG1 1QP. You will be entitled to work one day a week remotely should you wish.

## **Main Duties & Responsibilities:**

### **Key Responsibilities:**

#### **Office Administration**

- Oversee the provision of adequate telephone, email, and reception coverage during office hours to ensure that RAMFEL's operations are well-supported including RAMFEL's website inquiries
- Manage effective arrangements for post, stationery, printing, posting copying, and archiving to maintain seamless workflow and resource accessibility.

#### **Facilitation of Casework Team**

- Coordinate and oversee day-to-day administrative operations to ensure efficiency.
- Proactively provide the casework team with the necessary resources and administrative support to enable and enhance their work consistently.
- Ensure that the casework team operates smoothly by addressing their needs and facilitating a responsive working environment.
- Manage office supplies, equipment, and facilities, ensuring a well-maintained and organised work environment.

#### **Event Support and Organisation**

- Support the planning and execution of external events, training courses, and other relevant activities.
- Contribute to the success of events by coordinating logistics, ensuring resources are available, and providing necessary administrative support.

#### **Foodbank Coordination**

- Work alongside the operations manager to oversee the RAMFEL foodbank including sourcing food provision and donations, managing inventory, coordinating deliveries, and coordinating distribution to clients.
- Ensure RAMFEL complies with Health and Safety and Food Standards legislation at our community hub.
- Coordinate and Supervise foodbank volunteers.
- Facilitate connections between foodbank users and the appropriate casework support services.
- Collect fresh food donations where relevant.
- Distribute food vouchers to RAMFEL's clients and ensure they are linked to appropriate casework services.

#### **Record Keeping and Confidentiality**

- Maintain proper records of all relevant business activities in adherence to RAMFEL's confidentiality policy.
- Ensure that record-keeping practices align with established guidelines and standards, promoting a secure and compliant approach to documentation.

### **Office Maintenance**

- Always maintain the office premises to a high standard, overseeing necessary upkeep and addressing any issues promptly.

### **Health and Safety Management**

- Work alongside the operations manager by keeping risk assessments current and effectively communicating them to staff and volunteers.
- Update and enforce fire safety procedures, recruit and inform staff about first aiders, ensure completion of PAT testing, and oversee the completion of DSE assessments.

### **IT support**

- Liaise with IT support to address office technology needs.
- Work with external contractors, facilitating equipment updates, and overseeing the acquisition of new technology as needed.

### **HR Support**

- Support in HR tasks, including handling CRB processing, notifying unsuccessful candidates, conducting references and coordinating various HR processes.
- Assist in onboarding new staff and volunteers.

### **Finance Support**

- Support the head of finance in financial administration including invoicing, uploading bills on to Xero and other relevant tasks.

### **Person Specification:**

#### **Essential:**

- Proven experience in office management or a related role.
- Strong organisational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Familiarity with basic financial and HR processes.
- Proficient in Microsoft Office Suite and other relevant software.
- Ability to work independently and collaboratively in a team.
- Ability to do manual lifting and packing at the foodbank.

#### **Desirable:**

- Understanding of issues faced by Refugees, Asylum Seekers and Vulnerable Migrants
- Experience working with Xero or other similar financial software
- Experience working in a charity

### **Application process and deadline:**

We will only be shortlisting candidates who have submitted a CV and a cover letter explaining why they are applying for the role.

The interview consists of an interview (approx. 45 mins) and a written exercise (45 min).

**The closing date for applications is Sunday, 25<sup>th</sup> February at 5:00pm.** Applications received after this date will be unlikely to be considered.