

## **Job Description**

**Job Title:** Senior Administrator

**Location:** Bryson House, Bedford Street, Belfast

**Accountable to:** Manager, Bryson Intercultural

### **Job Purpose**

To contribute to the overall success of the organisation in accordance with Bryson Intercultural aims and objectives.

To provide professional administration and reception support for both Bryson Intercultural/Migrant Help's Asylum Advice Service and Migrant Help's Human Trafficking and Victims of Slavery Support Service.

To assist Bryson Intercultural manager and Migrant Help manager and team colleagues with their day to day work in meeting the needs of service users.

### **Key Responsibilities**

- Cover reception duties – welcoming/greeting/looking after service users
- Responsibility for receiving and directing service users and visitors to the appropriate staff member
- Open, sort and disseminate all incoming postal and electronic mail
- Sorting and handling of outgoing post
- Responsibility for answering the telephone and relaying telephone and fax messages
- Monitor stationary, consumables and offices supplies, ordering on a regular basis
- Arrange service user appointments
- Maintain diaries for appointments and briefings and circulate these to the appropriate members of the team
- Administer the maintenance of office equipment (including fax machine, photocopier and liaise with property manager)
- Participate in regular team briefings/meetings
- Organise and set agenda of weekly staff team briefings
- Circulate, update and file information useful to the team and service users
- Receive and manage charitable donations and continuous organisation of donations store
- Contribute to asylum seeker and refugee forums and disseminate relevant information regarding changes to service provision and support
- Update filing systems and national service user database, inputting service user information and support provided
- Making local and international travel arrangements for staff and service users
- Maintenance and distribution of financial support to service users

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- Maintain operational statistical information as directed by operational need
- Produce service information for partner service commissioners and contractor
- Maintain financial accounts and organise invoices for the Department of Justice and various operational partners within strict time allocations
- Continuous development and upkeep of service output monitoring and national service user and staff recording systems
- Liaise with national management teams and Statutory funder to ensure best-practice working and regulated financial procedures are maintained
- Manage petty cash and emergency support fund use and complete financial returns
- Maintain and regularly update Bryson intercultural website
- Provide administrative support to other colleagues as and when required
- Any other reasonable duties assigned, including administrative and operational tasks within the post holder's competency.

### **General**

- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

**Terms and Conditions**

<b>Salary:</b>	£22,500 per annum
<b>Length of contract:</b>	Fixed Term until March 31st 2019, possibility of extension
<b>Hours of work:</b>	35 hours per week
<b>Holidays:</b>	20 to 27 days per annum – dependent on length of service 12 statutory days
<b>Probationary Period:</b>	6 months
<b>Notice:</b>	1 month – in writing

**All employees of Bryson Charitable Group are required to respect individuals' right to privacy, dignity, choice and independence.**

**Person Specification**

<b>Criteria</b>		<b>Essential</b>	<b>Desirable</b>	<b>Tested</b>
<b>Qualifications / Education:</b>	Good general level of education, including grade C or above at GCSE in English and Maths (or equivalent)	√		Application Form
	A relevant NVQ/qualification in administration		√	Application Form
<b>Experience:</b>	Two years' experience of general office and administrative duties	√		Application Form
	Experience of developing and maintaining financial records and invoicing procedures	√		Application Form
	Experience of maintaining filing systems, statistical records and databases	√		Interview
	Experience of partnership working within the community or voluntary context	√		Interview
	Experience of working in the voluntary sector, including work with asylum seekers or refugees.		√	Application Form
	Experience of working in a multi-cultural environment		√	Application Form
	Experience of website maintenance and social media use for marketing		√	Application Form
<b>Knowledge:</b>	Understanding of both Asylum and Trafficking and Modern Slavery issues	√		Interview/Application Form
	Knowledge of the Data Protection Act 1998	√		Interview
	An understanding of the special needs of the Vulnerable Person	√		Interview
<b>Skills &amp; Abilities:</b>	Excellent IT skills in Word processing, spreadsheets and email	√		Application Form

	Excellent self-organisational and time-management skills	√		Interview
	Ability to work accurately and systematically, demonstrating attention to detail	√		Application Form
	Ability to work flexibly on own initiative and as part of a team as required	√		Interview/Application Form
	Good communications skills – verbal, written and listening	√		Application Form
	Ability to meet the challenges of difficult clients	√		Interview
<b>Other Requirements:</b>	A positive “can do” attitude	√		Application form
	An understanding and observance of impartiality and confidentiality.	√		Application form