



Helping Refugees and Asylum Seekers in Berkshire for 25 years

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 community and those with lived experience.

Office Manager and Administrator

Salary: £22,183 pa (+ 6% pension contribution)

This is a fixed-term appointment for 2 years in the first instance. Continuation is subject to funding.

Reading Refugee Support Group (RRSG) has provided advice and support for refugees and asylum seekers for over 26 years. In addition to our support advice and drop-in services, which are Reading based, RRSG also works across Berkshire with three local authorities to support Syrian and Afghan families accommodated under the Governments resettlement programme.

Reading Refugee Support Group has gone through an exciting period of growth and expansion, and we have an exciting new job opportunity. We are looking for an experienced Office Manager and Administrator who can hit the ground running with enthusiasm, initiative, and compassion.

You will be managing a vibrant and expanding office for a small but growing charity supporting and providing services to refugees and asylum seekers.

This post involves office management and general administration, financial duties, and general day-to-day logistical support for the running of the RRSG office and building. You will be working within an organisation responsible for providing services for refugees across Reading and Berkshire. We are looking for someone with excellent organisation and communication skills, a good knowledge of word-processing, the experience of undertaking general office duties, including using a database, taking responsibility for the payment of bills, routine bookkeeping and banking. Attendance at management committee meetings may be required. You will be working within a friendly and committed team.

This is a critical post that will be the backbone of our organisation, underpinning and ensuring the smooth and professional day-to-day running of the office and its functions.

Ideally, but not essentially, you will be an IPM member and will have completed appropriate training courses.

Terms and Conditions:

Full time 37.5 hours per week, 2-year fixed-term contract (continued subject to funding).

- Salary JNC 2021 Scale 5 SP 12 - 17 Starting point 12 £22,183 + 6% pension contribution. Progression subject to annual appraisal.
- Holidays: 25 days per year (plus additional day per year worked to a max of 30 days) plus bank holidays.
- Christmas leave allowance.
- Bike to Work scheme.
- Counselling support on request.

To apply:

Download an application pack from www.rrsq.org.uk/jobs

You can request an application pack from:

RSG, 1st Floor RISC, 35-39 London Street, Reading, RG1 4PS

Telephone: 0118 950 5356

Email: admin@rrsq.org.uk

Key dates: Please make a note of the Interview Date.

Closing Date for Applying	Monday 21 February 2022
Shortlisting	Tuesday 22 February 2022
Interview	Tuesday 1 st March 2022

Job Description:

Job Title	Office Manager
Reporting Responsibilities	Reporting directly to the HR Manager
Main Purpose	<ul style="list-style-type: none">• To provide reception and administrative support to the operational running of RRSg's office.• To assist the drop-in centre coordinator on the running of the drop-in centre.• To assist the HR Manager with the management of the office in relation to HR records, Health and Safety, recruitment exercises and management of the HR Breathe database.• To provide administrative and executive support to the CEO and Deputy CEO as required.• To maintain and ensure the safe and smooth running of the RRSg offices for staff, volunteers, services 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 & general email enquiries appropriately and promptly• Assist the Drop-in Coordinator with running the drop-in centre.• Manage the petty cash and banking processes in coordination with the Finance 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 using the website, Sharepoint and social media

tools.

- Organise client events such as Christmas parties/presents in coordination with other staff.
- Other duties as may arise from time to time around Office, Admin and HR duties.
- To carry out all of the above in accordance with the aims and values of Reading Refugee Support Group, in particular, its Confidentiality and Equal Opportunity and Safeguarding policies as well as the Data Protection

Person Specification:

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

Qualifications and Experience

Essential	Desirable
Right to live & work in England	
Fluent written & spoken English	Spoken and written second language.
Minimum of 2 years providing administrative support/office management	
Experience of recruitment and HR procedures, including recruitment selection processes, personnel records, training & attendance records	Knowledge of BreatheHR software IPM or alternative qualification
Ability to work as part of a team and share learnings with others.	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.
Demonstrable experience of using a variety of software packages, such as Microsoft Word, Outlook, Excel, 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	
Understanding of financial and administrative tasks such as invoicing, petty cash reconciliation and banking procedures	

Skills and Qualities

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