



## ENTRAIDE

Three Trees Community Centre

Hedingham Grove

Birmingham, B37 7TP

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Email: [info@entraideuk.org.uk](mailto:info@entraideuk.org.uk)

Web: [www.entraideuk.org.uk](http://www.entraideuk.org.uk)

## Job Description

### Terms of employment:

<b>Title:</b>	Administrator
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	None
<b>Base:</b>	Entraide offices in Chelmsley Wood and Solihull
<b>Salary:</b>	£12,558.00 per annum
<b>Benefits:</b>	Pension contribution up to 5% of total salary
<b>Holiday entitlement:</b>	24 days plus statutory bank holidays (Pro-rata).
<b>Type of Contract:</b>	This post is funded for 3 years
<b>Probation Period:</b>	6 months
<b>Hours of work:</b>	21 hours per week
<b>Requirements:</b>	All successful candidates will be subject to satisfactory Enhanced DBS and previous employment Checks before commencing their employment with Entraide.

### About Us

Entraide is a well – established charity based in North Solihull which works alongside asylum seekers, refugees, vulnerable migrants to facilitate their integration into society. We are currently the main refugee specialist organisation in Solihull providing support to around 400 clients a year. We are regulated by the Office of Immigration Services Commissioner (OISC) to provide advice at Level 1 Immigration and Level 2 Asylum & Protection. We provide one-to-one specialist advice, casework, and practical support to migrants and refugees in Solihull and the surrounding area. Our current activities/projects:

Casework providing tailored support on a wide range of issues including OISC Level 2 immigration advice to asylum seekers, refugees and other vulnerable migrants.

Support to Ukrainian refugees and their hosts: working with Solihull Council and other agencies to support Ukrainian families resettled in the borough through the Homes for Ukraine Scheme

Befriending, Family & Children Activities through which we offer leisure activities, support and companionship to refugees and asylum seekers who have experienced loss and trauma and are attempting to rebuild their lives in the UK.

### About The Role

The overall purpose of the role is to provide efficient and reliable administrative support to our team that supports asylum seekers, refugees and migrants in Solihull and the surrounding area enabling them to

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Registered Charity in England and Wales. Charity No. 1142919



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Support us via: [www.localgiving.com/entraide](http://www.localgiving.com/entraide)

provide high quality service delivery to service users. The candidate will work under the direct supervision of the Service Manager.

### **Main Responsibilities**

- To provide efficient and reliable administrative support to Entraide work as directed by the service manager.
- Perform data entry roles, including updating records and databases and spreadsheets for staff, financial, legal and auditing purposes.
- Managing the organisation's correspondence; including call logging, emailing, sorting mail, and packages.
- Overseeing the waiting list spreadsheet, organising and prioritising incoming enquiries and informing relevant teams accordingly.
- Managing bookings for meetings and team activities.
- Carrying out general office administration tasks, including procurement of office stationery, tea, coffee and refreshments
- Ensure external enquiries are responded to in a timely manner and in accordance with agreed procedures and standards.
- Ensure health, safety and client vulnerabilities are identified and escalated to the line manager.
- To keep accurate records of referrals, telephone enquiries and maintaining client confidentiality.
- Managing a directory of services to meet clients' various needs.
- Welcoming clients and triaging cases during walk-in and drop-in sessions.
- Managing room bookings for team meetings/activities, including taking meeting minutes, writing down outcomes and actions from each agenda item and sharing the minutes across the team.
- Maintaining positive working relationships with the team and external partners as required for the role.



## Person Specification

Person Specification	Essential (E) Desirable (D)	Assessment Method
<b>Education and Knowledge</b>		
<ul style="list-style-type: none"> <li>▪ Educated to GCSE level or equivalent by experience.</li> <li>▪ Knowledge and ability to demonstrate an understanding of issues such as confidentiality, data protection, and health &amp; safety.</li> <li>▪ Good knowledge of Microsoft Office (including word, PowerPoint, &amp; excel)</li> </ul>	E	AI
<b>Experience</b>		
<ul style="list-style-type: none"> <li>▪ Experience in a support or administrative role.</li> <li>▪ Experience of maintaining effective working relationships.</li> <li>▪ Experience of working in a team in a high-pressure environment.</li> <li>▪ Experience of working with vulnerable people.</li> </ul>	E	AI
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>▪ Excellent interpersonal, communication, collaborative and organisational skills; planning, managing and monitoring own workload.</li> <li>▪ Proficient in IT skills, English language, with an understanding of the main ideas of complex text.</li> <li>▪ Ability to collate a range of management information including statistical information and user feedback.</li> <li>▪ Proficiency in filing and paper management, including the ability to manage business correspondence and the ability to handle confidential information.</li> </ul>	E  E  E  E  E	AI      AI   AI

<ul style="list-style-type: none"> <li>▪ Excellent problem-solving skills, with the ability to research and an aptitude for supporting others.</li> <li>▪ Proven experience in a related role such as Office Assistant, Receptionist or other relevant position.</li> <li>▪ Ability to produce clear, detailed text on a wide range of subjects.</li> <li>▪ Time management skills – responding to and prioritising a range of competing demands.</li> <li>▪ An understanding of the needs of refugees, asylum-seekers and other vulnerable migrants.</li> <li>▪ Can demonstrate teamwork, flexibility and open mindedness.</li> <li>▪ Ability to listen, empathise and provide emotional support to highly distressed and vulnerable people.</li> </ul>	D E E  D  E E	  AI AI A  AI  AI AI
<b>Other</b>		
<ul style="list-style-type: none"> <li>▪ Committed to assisting the refugee and migrant community in line with Entraide values, policies, and procedures.</li> <li>▪ Knowledge of foreign languages</li> </ul>	E  D	I  AI

**How to apply:**

\*Please complete the attached application form and email it to: [info@entraideuk.org.uk](mailto:info@entraideuk.org.uk)

**Deadline for applications:** 12/09/2024 at 11:59pm

**Please note:** Interviews will be organised on a rolling basis, and we will close this advertisement as soon as we have appointed a suitable candidate so, please don't delay applying if you think that you are the right candidate for this role.

This post is funded by:

