**BRISTOL REFUGEE RIGHTS**

 **JOB DESCRIPTION**

**Advice & Advocacy Team Administrator**

|  |  |
| --- | --- |
| **Hours of Work**: | 7 hours per week |
| **Salary:**  | £8.75 per hour |
| **Place of Work:**  | Malcolm X Community Centre and St Pauls Learning Centre, Central Bristol. |
| **Responsible to:** | Casework & Volunteer Coordinator |

**Purpose of job:**

To provide administrative support to the staff and volunteers in the Advice & Advocacy Team.

# Specific Duties

* IT support for the team
* Supporting data entry into the Lamplight Database by team volunteers
* Maintaining office supplies, including stationery, forms and refreshments
* Implementing good office practice, ensuring effective administration systems and procedures
* Making up files, keeping client appointment diaries
* Helping with feedback forms and member feedback surveys
* Helping to compile requirements/policies for funding bids, reports and advice standards quality marks
* Ensuring the team maintains effective communication systems including responding to correspondence and emails in a reasonable timescale

**BRR General Duties**

* Encourage the involvement of members and volunteers in all relevant aspects of planning and running the Welcome Centre.
* Provide support where appropriate to BRR campaigns.
* Provide information from the Advice & Advocacy Team to assist BRR’s social policy and campaigning work.
* Work within the wider staff team of BRR, attend staff meetings, contribute to good communications between staff, volunteers and members and participate in training opportunities appropriate to the post.
* Work within BRR’s aims, objectives and policies, take appropriate responsibility for health & safety at the Welcome Centre within the relevant legislative and BRR policy frameworks, and for protection of BRR’s property and premises from misuse, damage and theft.
* Promote equality and rights for asylum seekers, model positive behaviour and implement BRR’s equal opportunities policy.
* Carry out additional duties in consultation with the line manager as are consistent with the responsibilities of the post. Occasional evening and weekend working may be required by prior arrangement.