

REFUGEE THERAPY CENTRE

Job Description

Job Title: Centre Administrator **Responsible to:** Director

Salary: £15,000 - £18,000 pending experience (pro-rata)

Working Hours: 4 days a week, Tuesday to Friday 10am – 7pm, with one hour lunch

Contract: This is a 1 year position with a 6 month probationary period, subject to review and funding

Closing date for applications: 26th October, 2018

BACKGROUND

The Refugee Therapy Centre was founded in 1999 and is a registered charity (No 1085922) providing psychotherapy, individual counselling, group therapy and associated treatments to refugees and asylum seekers in their own languages and in English. Our focus is on helping individuals and families who have endured trauma and are having difficulties in coming to terms with their experiences by assisting them to regain control, move on from their experiences and to enable them to become positive members of society and enjoy life. We also run supervision and training for professionals who work with refugees; and offer young refugees volunteer opportunity to gain experience in office work, support and basic counselling.

Job Brief

This post is diverse administrative support to staff for a busy charity, ensuring the smooth running of the office. It is important that the post-holder is highly motivated and able to work both within a small team, and independently. Due to the nature of the work, an appreciation of confidentiality at all times is essential.

The successful applicant needs to have proven ability in effective administration and strong computing skills, access database, budgeting and communication, good diary management, and office procedures.

N.B. This job description is intended as an outline of the general areas of activity and will be amended in light of the changing needs of the organisation.

Duties :

1. Maintaining effective administrative systems; ensuring good practice and confidentiality of data in the office and in general.
2. Overall responsibility for the maintenance of an Access database containing patient details, and extracting reports on a regular basis and as required.
3. Overall responsibility for maintaining a comprehensive filing system.
4. Overseeing the booking of rooms and organisation of facilities for therapists and management when necessary.
5. Holding office security keys and sharing responsibility with other key holders for opening and locking doors am/pm and ensuring that confidential files are locked away at all times.
6. Administrative support to the managers and other staff in general, including training programmes.

7. Liaising with internal and external staff and contacts, as instructed.
8. In consultation with Manager prepare new funding and writing reports.
9. Attending, minuting meetings as and when delegated.
10. Supporting meetings (e.g. Board of Trustee meetings) and organising and coordinating events (e.g. Annual Open Day)
11. Cooperating in delivering the RTC Health & Safety Policy and procedures including evacuation procedures.
12. Undertaking all other duties as requested.

Person Specification

Essential:

1. Previous experience in an administrative position.
2. Excellent organisational, communication and interpersonal skills and good command of written and spoken English
3. Ability to work in a busy environment and to deal with a wide range of duties, to prioritise and manage workload and meet strict deadlines.
4. Competent in standard office procedures and proficient in the use of word processing, spreadsheets, computer packages, especially Microsoft Word, Access (is vital) and Excel.
5. Good time-keeping, self-management skills and a flexible approach to work.
6. An understanding of confidentiality and ability to treat sensitive information with discretion.
7. Ability to be flexible in relation to duties not specifically referred to above. Such duties will, however, fall within the scope of the job.

Desirable:

1. An understanding of charity and voluntary sector governance issues.
2. A demonstrable understanding of the problems encountered by people seeking refugee protection.

To apply, please submit two copies of a full and complete CV, including a covering letter and details of two referees by post to the RTC, 1A Leeds Place, Tollington Park, London N4 3RF. *Please note applications submitted only electronically will not be considered.*

As part of its recruitment policy, the RTC is determined to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

*RTC is committed to Safeguarding Children and Vulnerable Adults and will carry out enhanced DBS and full pre-employment checks of selected candidates, as well as two references.