

## Refugee Support Devon - Job Description August 2026

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|-------------------|-----------------------------------------------------------------------------------------|
| <b>Job title</b>  | Administrator                                                                           |
| <b>Based at</b>   | Refugee Support (Devon) Ltd, Exeter Community Centre, 17 St Davids Hill, Exeter EX4 3RG |
| <b>Reports to</b> | Chief Executive Officer (CEO)                                                           |
| <b>Hours</b>      | 3 days (21 hours) per week, Monday – Wednesday                                          |
| <b>Salary</b>     | NJC Scale 15 (FTE £31,015, annual £18,609)                                              |

### Benefits

- 6.6 weeks' (pro-rata) annual leave and one well-being day per year
- Workplace pension
- Monthly therapeutic supervision (optional) by [Trauma Foundation South West](#)
- Monthly line management supervision
- Continuous professional development depending on the post-holder's professional needs and in line with the post
- City centre location with access to onsite café and garden and easy access to both train stations and bus lines
- Option of working from home on a Monday
- Supportive and collaborative team culture

**Contract period** Permanent, subject to a three-month probationary period

### About us

Refugee Support (Devon) Ltd is a charitable company which provides support to asylum seekers, refugees and vulnerable migrants based in Devon. Our mission is to create a society where they feel safe, welcomed and can have access to a fair asylum and immigration system and live fulfilled lives.

Our core values of Courage, Agility, Respect and Empowerment (C.A.R.E.) are at the heart of everything we do.

Our strategic objectives for the next year are to:

1 deliver a range of services that are accessible, designed around client needs and feedback, trauma-informed, and make a positive impact on people's lives

2 invest in strategic monitoring, analysis, planning and partnership development

3 be financially robust and resilient

4 invest in the professional development, wellbeing and resilience of our team.

5 ensure that our board provides direction, support and guidance in the delivery of our strategic plans.

RSD currently has one full-time and six part-time staff members. Most of our services are provided by project managers with the support of a team of experienced and committed volunteers.

Our main services include our twice-weekly drop-in clinic, immigration advice clinic, outreach service, and Voices of RSD (lived experience advisory panel).

### **Main purpose of this position**

This is an exciting opportunity to provide a comprehensive and professional office administrative service to the RSD team. The postholder will play a crucial role in the smooth running of a busy and vibrant office on a day-to-day basis.

### **Specific Roles of the Administrator**

#### **Office and IT administration (50%)**

- First port of call for all enquiries to the office, including by phone, email, website and post – ensure enquiries are signposted to relevant services and passed on in a timely way.
- Assist office staff and volunteers with day-to-day IT issues and manage relationship with outsourced IT support as appropriate.
- Lead and communicate on database developments including liaising with the database company as appropriate, train all staff and volunteers as necessary, and manage the database on a day-to-day basis.
- Ensure all our records adhere to UK-GDPR in all aspects of the organisation such as volunteer and client records, mail distribution lists, team meeting minutes, and fundraising records.
- Produce bi-monthly, annual and other statistical reports for the trustees, annual review and funding applications/reports.
- Keep up-to-date information on relevant office equipment, procedures and processes. Coordinate maintenance of office equipment as necessary.
- Ensure our annual insurance (general and professional indemnity) is renewed in a timely manner and covers every aspect of our business activities.
- Together with the Fundraising, Communications and Administration (FCA) Officer, manage office stationery and supplies.

#### **Finance (20%)**

- Assist the Finance Manager to monitor expenditure and income in line with project budget allocations.
- Manage the petty cash and solidarity fund tins, keeping accurate records of each transaction, and keep the tins replenished at all times.

- Bank cheques and cash donations in RSD's bank account.
- Keep all the relevant expenditure and income folders and bank statements up-to-date.

#### **HR (15%)**

- Support the CEO with the recruitment of new staff, including advertising the post(s) on appropriate platforms, producing all the paperwork/correspondence required before, during and after interviews.
- Correspond with potential volunteers and ensure volunteers are recruited in line with RSD policy across all projects.

#### **Communications (10%)**

- Produce RSD's annual review in consultation with relevant staff and trustees, and contribute to the annual accounts by writing the operational narrative.
- Assist the team in updating volunteer induction materials and other generic materials used by the team as appropriate.
- Together with the FCA Officer, maintain and update the website as appropriate.
- Support the FCA Officer with other communications duties, including overseeing our social media platforms where appropriate.

#### **General (5%)**

- Contribute to M&E tools development for the organisation
- Comply with safeguarding, and health and safety duties in line with RSD policies
- Undertake any other reasonable duties within the scope of the post
- Contribute to the overall development of the charity

## Person Specification

|                                          | Essential                                                                                                                                                     | Desirable                                                                |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <b>Knowledge and experience</b>          |                                                                                                                                                               |                                                                          |
|                                          | Excellent organisational, planning and administrative skills.                                                                                                 | Knowledge of GDPR, health and safety, and safeguarding in the workplace. |
|                                          | Excellent IT skills - particularly Microsoft Office, and basic knowledge of social media.                                                                     | Administration or Business qualification.                                |
|                                          | Excellent oral and written communication skills, including proof-reading.                                                                                     | Experience of working in a voluntary or charitable organisation.         |
|                                          | Knowledge and experience of office management systems, database and procedures.                                                                               | Experience of supporting or training people in the work place.           |
| <b>Personal attributes and abilities</b> |                                                                                                                                                               |                                                                          |
|                                          | Excellent customer-service skills while interacting with a wide range of stakeholders (clients, donors, visitors, funders, volunteers etc.).                  |                                                                          |
|                                          | Ability to work under pressure and prioritise own workload and ability to take own initiative.                                                                |                                                                          |
|                                          | Ability to work with and support a diverse team.                                                                                                              |                                                                          |
|                                          | Ability to show tact and discretion when dealing with clients, staff and volunteers. Communicate sensitively with people whose first language is not English. |                                                                          |
|                                          | Awareness of and empathy towards asylum seekers and refugee issues.                                                                                           |                                                                          |
|                                          | Accurate and absolute attention to detail.                                                                                                                    |                                                                          |
|                                          | Commitment to Equal Opportunities and Safeguarding.                                                                                                           |                                                                          |
|                                          | Commitment to the mission and strategic objectives of the RSD.                                                                                                |                                                                          |