



Services Coordinator

Full time, 35 hours per week, flexible working arrangements considered on application
Starting salary: £28,000 gross per annum
London Office normal place of work

Job description

There are about 2,000 LGBTQI people claiming asylum in the UK every year because of their sexuality, gender identity or intersex status. When they come to the UK they are still not safe. They are often abused in refugee accommodation by other refugees who come from the same or similar countries to the one they are escaping; they become homeless and depressed; and they are rejected by their ethnic community and live in poverty.

The job involves coordinating our online and offline activities, providing admin support to the team in running Micro Rainbow's programmes, administering day-to-day financial transactions and coordinating our team of volunteers.

The role will also support a team of volunteers/experts through experience who will encourage LGBTQI people seeking asylum and refugees to raise their voices as activists and experts calling for a fair and effective asylum system.

The ideal candidate is passionate about equality, has excellent coordination, IT and administration skills.

Tasks and responsibilities

- Coordinate volunteers (translators, facilitators, etc.)
- Manage clients' travel refunds and mobile data top-ups and ensure that appropriate records are kept
- Manage Micro Rainbow's Amazon account including sending laptops to beneficiaries and items to the safe houses
- Keep accurate records of Micro Rainbow's expense cards and liaise with relevant team members
- Answer the office phone and voicemail
- Liaise with the Finance Director to ensure that appropriate financial records are kept
- Manage the petty cash book
- Be responsible for Micro for Rainbow's admin needs: managing the post, scanning receipts, booking hotels for beneficiaries, etc.
- Create and maintain accurate records in the case management system
- Coordinate the face-to-face events in London with beneficiaries, issue transport refunds, set up the room and support the facilitators (at least once a week)
- Coordinate social inclusion and moving on webinars (coordinating speakers, supporting beneficiaries to attend) as well as in person activities
- Reply to individual donors
- Attend project and team meetings as required
- Perform additional admin tasks as required
- Support the CEO with admin and other tasks as required
- Support the team as required
- Any other task that will improve the efficiency and effectiveness of Micro Rainbow's operations and impact.

Person Specification

Essential:

- Minimum three years' work experience in administration and/or coordination related roles
- Attention to detail
- Understanding of the importance of monitoring, evaluation and meeting deadlines
- Fluent in written and spoken English
- Proven administration, expense management and coordination skills
- Ability to show empathy and connect with vulnerable people
- Outgoing, personable
- Demonstrable commitment to LGBTQI equality
- Excellent IT skills (internet, Outlook, MS Office package)
- Proven ability to work in collaboration with other team members
- Knowledge of refugee issues and of the asylum system
- Ability to coordinate a team of volunteers
- Willingness to undertake DBS check

Desirable:

- Knowledge of Mailchimp
- Knowledge of LGBTQI issues
- Social media knowledge (Twitter, Facebook, Instagram, LinkedIn)
- University degree

LGBTQI refugees are strongly encouraged to apply.