



## Services Coordinator

Part-time 20 hours per week (full time – 35 hours)

Salary £28,000 pro-rata

Flexible working arrangements considered on application

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 ideal candidate is passionate about equality, LGBTQI and refugee rights, has excellent coordination, IT, attention to detail 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
- 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
- Support the social inclusion coordinator with some of the face-to-face events in London with beneficiaries, including attending events on their behalf, issue transport refunds, set up the room and support the facilitators
- Coordinate and attend projects and team meetings as required
- Perform additional admin tasks as required
- Support the CEO and the team with admin and other tasks as required
- Any other task that will improve the efficiency and effectiveness of Micro Rainbow's operations and impact
- Maintain relationship and communication between MR office and the building management team
- Process DBS check and support with the onboarding of new staff members
- Support the housing managers by facilitating with utility bills payment, issues with services providers and onboarding of new houses.

## Person Specification

### Essential:

- Minimum two 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
- Ability to coordinate a team of volunteers
- Willingness to undertake DBS check

### Desirable:

- Knowledge of LGBTQI issues
- Knowledge of refugee issues and of the asylum system
- University degree

LGBTQI refugees are strongly encouraged to apply.