

Admin and Facilities Assistant

Job applicant
pack

February 2024



Refugee Education UK

Thank you for considering a role at REUK

“At Refugee Education UK (REUK), we’re all about equipping young refugees to build positive futures by thriving in education.

“As we endeavour to build a kind and competent team, we recognise that a candidate’s previous experiences, exam grades and job titles are not the full picture and therefore consider the impact of the context in which a candidate has worked or studied. We are committed to tackling the barriers which prevent people from accessing and enjoying equal opportunities and are doing our best to become a more actively anti-racist organisation.

“Please read on to find out more about this particular role and do [get in touch with our team](#) if you’d like to chat things over before applying.

“Thank you for your interest in joining our team.”

Catherine Gladwell, CEO

Key details

Job title	Admin and Facilities Assistant
Hours	5 days per week
Salary	Band D: starting salary is D0 (£25,200) to D2 (£26,250), subject to experience
Contract	12 months with potential/possibility of extension
Reports to	Community and Projects Manager
Location	The Lighthouse (REUK's London building in Harlesden, NW10). (Please note that the nature of the role means that hybrid working is not an option)
Closing date and how to apply	<p>Apply via CharityJob by 8am on Friday 8th March 2024. Please ensure that you have read this applicant pack before applying.</p> <p>Please note that we will be assessing applications as they come in and will offer interviews to suitable candidates before the closing date. We would therefore encourage you to apply sooner rather than later.</p>
Other essential information	<p>You must have the right to work in the UK and/or a visa that allows you to work in the UK for the duration of this contract. We cannot sponsor a visa for this role.</p>

An introduction to REUK

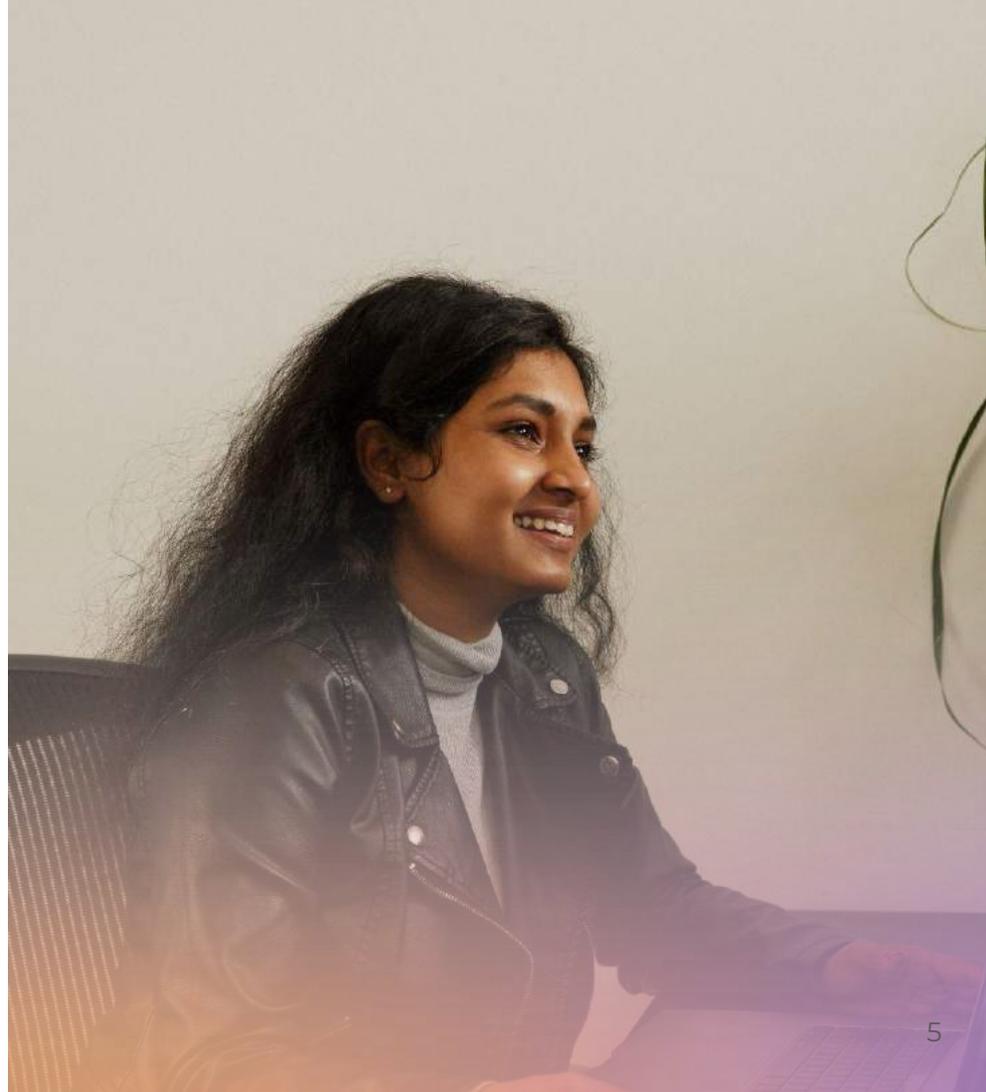
An overview of
REUK's work,
values and ethos

Our mission

At [Refugee Education UK](#) we are working towards a world where all refugee children and young people (including those still seeking asylum) can access education, thrive in education, and use that education to create a hopeful, brighter future.

Our work is structured around three key goals:

- **Facilitating access:** All refugee and asylum-seeking children and young people are able to access an appropriate level of education from primary through to tertiary education;
- **Improving outcomes:** All refugee and asylum-seeking children and young people thrive in education, reaching their academic potential and experiencing high levels of psychosocial wellbeing;
- **Ensuring impact:** All refugee and asylum-seeking young people, and the communities they are part of (both countries of origin and host countries) benefit from the investment in education.



Our work

Through our direct work with 14-25 year old refugees and asylum seekers, we provide timely and accurate advice, support and advocacy about access to all levels of education; match young refugees with volunteer educational mentors to help them reach their academic goals; provide holistic casework and wellbeing support to those who are struggling; and train young leaders to be the change they want to see in the world.

Our capacity-building work with schools, colleges, universities, local authorities and voluntary sector organisations helps to embed change and amplify good practice, and our research examines refugee education globally, contributing to the evidence base on what does, and doesn't, work.

Our ethos

REUK was started as a small, local project in north west London by a group of volunteers from a local church who believed that one of the practical outworkings of the Christian faith is to welcome, dignify and support those who have been displaced.

Today, as a medium-sized national charity, we remain committed to the importance and relevance of our Christian ethos in our our values, behaviours and decision-making.

We respect the role of faith in people's lives and enjoy learning from the wide range of beliefs and religious backgrounds represented by our diverse staff team. We work indiscriminately with young refugees from all faith backgrounds and none.

Our values

Our team is united around the values which underpin our work:

A foundation of hope

We have a deeply held belief in hope – in good times and in bad - and invest in education as a practical demonstration of our belief in the potential for hopeful futures.

Valuing the individual

We believe that each person is precious and should be treated with kindness and dignity. We honour and respect everyone we work with – young people, colleagues and other professionals - and practice self care within our team, doing our best to work from place of rest and peace.

Changing the landscape

We know that structural change is needed. Together with the young people we work with, and have worked with, we conduct research, make policy recommendations and train others – in the hope that one day our work will no longer be needed.



Admin and Facilities Assistant

Role outcomes
and person
specification

Role background and overview

REUK is a dynamic and growing organisation with some 35 staff members working across multiple locations. The Admin and Facilities Assistant will play a vital role in our Operations team which supports our programmatic staff to deliver high quality services to young asylum seekers and refugees.

Juggling routine work streams with ad hoc tasks, you will provide vital operational and administrative support to your colleagues, including with recruitment, training, onboarding new staff and confidential data management. You'll bring excellent attention to detail and will be friendly, approachable and trustworthy. You'll demonstrate initiative and be quick to help troubleshoot practical issues preventing team members from carrying out their work, with flexibility, a can-do attitude, sound judgment, reliability and discretion.

We have just moved into our new building - The Lighthouse - in Harlesden (NW10). A key part of your role will involve supporting the team to get settled into our new home, welcoming young people and other visitors, and taking a hands-on approach to the practical, day-to-day challenges and opportunities of our new working environment, including troubleshooting and triaging facilities questions, booking rooms, answering initial enquiries and noticing building-related issues that need to be addressed.

This role has lots of moving parts so we need an observant, competent and energetic initiative-taker who is willing and able to put the best interests of their colleagues and the wider organisation first. We're looking for a quick learner who has some experience of working in an office environment, is administratively capable and is proactive in doing all aspects of their job thoroughly, kindly and to the best of their ability.

Outcome 1:

REUK staff and programmes receive high quality and timely operational and administrative services and support

To this end, key responsibilities include

- Providing admin services and support, to include:
 - training administration (bookings, communication with participants, feedback analysis)
 - recruitment of new staff
 - organisation of activities and events
 - supporting the Finance Manager with the administration of Petty Cash
 - scheduling and minuting team meetings
 - fundraising and donor administration (maintaining accurate records and running reports)
 - maintaining the staff development calendar
- Assisting generally with shredding, deletion of personal data, naming and filing data (as required by data protection legislation) across the organisation
- Responding to ad hoc team requests for support, such as topping up mobile phone data, printing handouts, setting up online meetings
- Troubleshooting issues experienced by other team members
- Responding to other practical and administrative requests from the Senior Leadership Team, such as sourcing quotes for services and setting up and minuting meetings

Outcome 2:

The Lighthouse is a welcoming and safe environment for REUK staff, young people and other visitors

To this end, key responsibilities include

- Be a warm and approachable first point of contact (internal and external) for anyone who has questions about the building
- Embrace and embody the culture and ethos of the organisation in all stakeholder interactions, including people visiting the building for the first time
- Perform daily cleanliness checks around the building noting areas that require attention and following up as appropriate
- Ensure that kitchens, toilets, offices and meeting areas are well-stocked as needed
- Facilitate the ordering of stationery and consumables
- Support with the logistical management of external bookings, including room layout and provision of requested refreshments
- Supporting your manager with internal bookings: supporting REUK and tenants to use the room booking systems and supporting them when difficulties arise
- Supporting reception duties, such as greeting and welcoming visitors to the building, dealing with enquiries and taking messages, processing incoming post, overseeing a visitor's log etc

Person specification

To deliver the role's outcomes, the postholder will be required to possess the following competencies (skills, behaviours and experience)

Person specification (required competencies)

Although each role requires particular competencies (see 4 below), we seek staff members - irrespective of role - who are willing and able to demonstrate core competencies related to 1) character and values, 2) personal working style and 3) team working.

1) Character and values

- **Integrity:** Earns trust, maintains confidences, speaks plainly, truthfully and kindly, takes responsibility and apologises for their mistakes and demonstrates humble confidence.
- **Values-led:** Is able to articulate their own values and is aligned with REUK's values (a foundation of hope, valuing the individual and changing the landscape).
- **Willing and able to work inline with REUK's Christian ethos:** Whether Christian or not, understands and engages with the importance and relevance of REUK's Christian ethos in our values, behaviours and decision-making.
- **Mission-driven:** Is committed to and motivated by REUK's mission of enabling young refugees to build positive futures by thriving in education, seeking to ensure that young people's perspectives are heard and valued.
- **Stewardship:** appreciates and honours the mission and resources that have been entrusted to our team, seeking to be wise and generous stewards of our time, money, gifts and skills.

2) Personal working style

- **Self care:** recognises their limitations and has developed and practices effective self care to avoid burnout, including the ability to maintain appropriate boundaries in order to keep workload at a sustainable level.
- **Self management and prioritisation:** plans their time well, displays flexibility and prioritises wisely when juggling competing tasks, deadlines and work streams, manages high pressure situations and maintains attention to detail while keeping sight of the bigger picture.
- **Self-awareness:** Works well independently, asks appropriate questions to make evidence-informed decisions, and is confident to make such decisions on their own whilst recognising when it is appropriate to seek advice, input and/or support from others.
- **Motivation:** committed to excellence in service and support, seeking to work to the best of their ability for the benefit of REUK and those we serve.

3) Team working

- **Contributes to a kind, other-focussed organisational culture** by taking time to build relationships with colleagues, speaking affirmingly of others, being helpful, kind, generous and sensitive to their needs, celebrating and enjoying life together, and participating actively in relevant meetings.
- **Communication skills:** communicates clearly, appropriately, promptly and warmly - both verbally and in writing.
- **Cultural competency:** is sensitive to cultural differences and behaves respectfully and appropriately in a multicultural team.
- **Willing and able to work in line with REUK's brand and our policies and procedures,** including safeguarding, EDI (equality, diversity and inclusion) and data protection.
- **Ability (or willingness to learn how) to use the technology required for effective team working,** including email, online meeting forums, shared calendars and drives, and case management tools.
- **Mutual coachability:** gives and receives constructive feedback kindly, calmly, honestly and humbly, demonstrating a willingness to learn and grow personally and to invest in the development of others.

4) Role-specific competencies

- Demonstrable experience (ideally 1 year or more) of providing **administrative and operational support** within an organisation or company, in line with the organisation's culture and values.
- Demonstrable experience of **effective time management and an ability to prioritise tasks appropriately** within a working environment.
- Excellent **attention to detail**.
- A proven track record of **critical thinking and taking initiative** at work to ensure that a role is done as effectively as possible.
- Demonstrable experience of being a **strong team player** who is willing and able to notice what needs doing and to undertake essential, yet often unseen, tasks for the sake of their colleagues and the wider organisation's needs.
- Has **lived experience of forced migration** (desirable).

Terms, conditions and how to apply

Equality, inclusion and representation

We are an equal opportunities employer and we want **all** staff members, in spite of their differences, to know that they are welcomed, respected and included at REUK, able to do their jobs free of discrimination.

Increasing lived experience and racial diversity

At REUK we work with young people from forced migration backgrounds, the majority of whom have experienced racism.

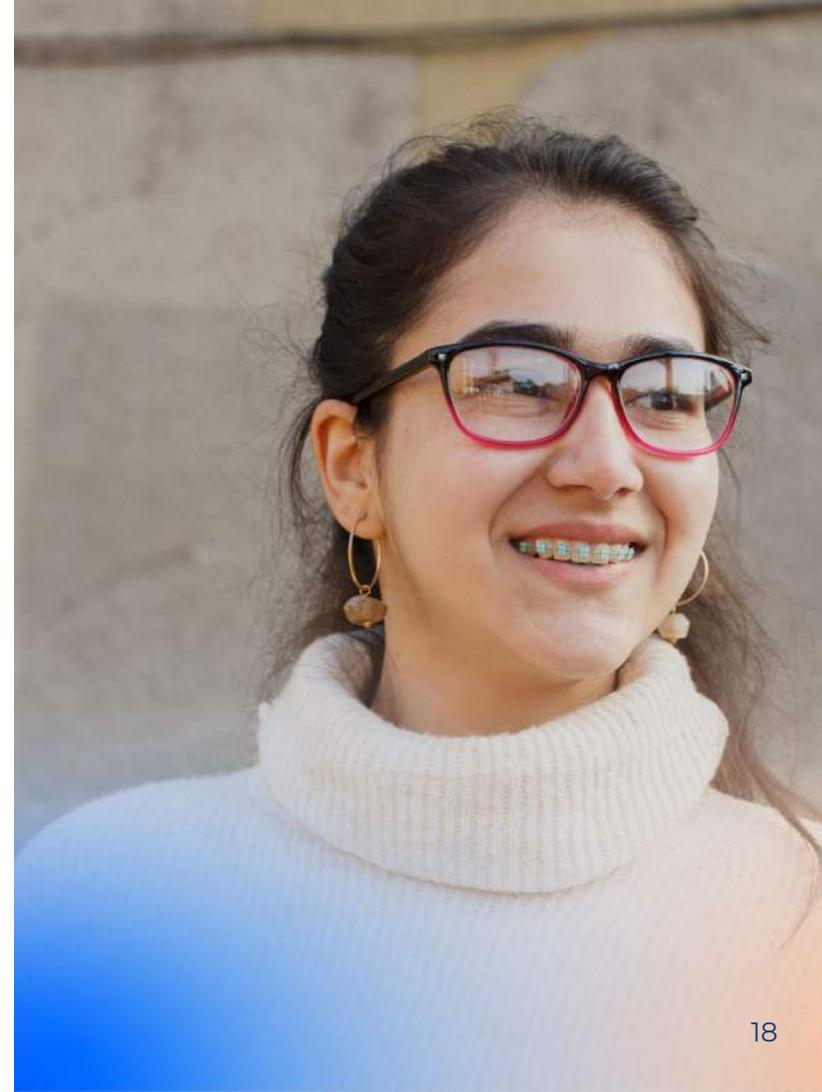
We recognise the positive impacts for young people of engaging with professionals with some shared experiences shared experiences and backgrounds, the benefits of diversity on team members, and the contribution of diverse teams to delivering better services and creating a more just, safe and inclusive society.

Therefore, another key priority in our recruitment decision-making - in addition to our overarching goal of employing kind and competent people with integrity - is to increase the racial diversity of our team and to grow the number of those with lived experience of forced migration and/or lived experience of navigating the educational and wellbeing barriers regularly faced by the young people we serve.

Promoting equality and inclusion in our recruitment processes

We recognise that not everyone will have had equal opportunities to access and thrive in prior education and employment and that exam grades and previous job titles are not therefore the full picture. We are committed to breaking down barriers to inclusion by making our recruitment processes as accessible and equitable as possible, including by involving a diverse range of perspectives in shortlisting, progressing as many people as possible to face-to-face interviews, and offering appropriate on-the-job training and support to new joiners.

If you require reasonable adjustments in order to carry out the role or attend an interview at REUK due to a disability, caring responsibilities, or any other reason, please give details in your cover letter or get in touch with Jess Gladwell, Community and Projects Manager(jobs@reuk.org), to discuss further. Please also contact Andy if you would like to discuss your suitability for the role before applying.



Terms and conditions

The role is **full time** and based in London (NW10). **Please note that the nature of the role means that hybrid working is not an option.**

Band D: starting salary is D0 (£25,200) to D2 (26,250), depending on the competencies and experience of the successful candidate. The package also includes **25 days' leave, and a workplace pension (with 5% employer contribution) and health cover** following the successful completion of probation.

In line with our safer recruitment policy, the successful candidate will have to undertake a **DBS check** and all those invited to interview will be required to complete a declaration of suitability and provide references.

How to apply

Apply by submitting a cover letter (no more than one A4 page) and CV to Jess Gladwell [via CharityJob](#) by **8am on Friday 8th March 2024**.

Please note that we will be assessing applications as they come in and will offer interviews to suitable candidates before the closing date. We would therefore encourage you to apply sooner rather than later.

Your cover letter should include:

1. Why you would like to work at REUK generally and this role specifically;
2. Why you think your skills and experience make you a good candidate for this role;
3. When you could start the job if you were to be offered it.

Applicants will be required to complete a task in advance of an interview, and references will be taken up prior to appointment.

Please note that you must have the right to work in the UK and/or a visa that allows you to work in the UK for the duration of this contract. We cannot sponsor a visa for this role.

