



Job Role: Office Manager

Job type: Short-Term contract

Accountable to: Project Manager

Hours: 37.5 across 7 days

Pay: Dependant on Experience and knowledge

Background

The Roma Project [TRP] delivers a free advice and support service for Gypsy, Roma, and Travellers [GRT] who have immigration, housing, welfare, and health problems. We support clients to resolve their immigration issues and gain settled status in the long-term, as well as assisting to address immediate issues in the short term. TRP's work is informed by a vision of a safe place where no one is forced into destitution, exploitation, or vulnerability as a result of their status.

TRP currently employ a project manager and 2 caseworkers, who work closely with several partner organisation to ensure clients can access specialist advice and long-term support.

Purpose of the job role

TRP has a vacancy for an administration post to work alongside the team to ensure a smooth running of the service they provide. The role will involve a full range of administration tasks as well as occasionally giving low-level support and advise during busy periods.

Main Duties:

General tasks

Undertaking a range of administration tasks that include but are not limited to

- Dealing with daily enquiries to TRP by email, phone or face-to-face and responding accordingly
- Maintaining records, both paper and computerised, ensuring they are up to date
- Maintain TRP finance systems, ensuring invoices and other financial commitments are processed in good time
- Creation of reports, presentations, and spreadsheets to provide information to management and the Board of Trustees
- Taking minutes at meetings, including Board meetings and ensure paperwork is distributed in a timely manner
- Maintain website and other digital platforms to ensure TRP remain relevant within the GRT community

Collaborative working

- Work with TRP's partners to ensure effective, co-ordination of advocacy and casework support on a wide range of issues.
- Develop links and partnerships with other organisations to enable effective joint working.
- Provide information, statistics and case studies to external and internal stakeholders, funders and grant givers

Compliance and Regulation

- Keep up to date with legislation and guidance required to provide immigration advice
- Attend training course to develop knowledge and skills
- To implement sensitively TRP's policies and procedures, especially with regards to confidentiality and equal opportunities
- Support TRP's fundamental aim of providing a safe and caring environment for our clients and visitors.
- To work in line with the ethos of TRP.

Other Duties:

The post holder will be expected

- Always represent TRP in a courteous and respectful manner, providing a high standard of customer care
- Participate actively in staff meetings, and other meetings as may reasonably be required
- Provide basic advice and support when required by the project manager

Skills & Experience

Task	Essential	Desirable
IT experience especially Word, Excel and PowerPoint	√	
Knowledge of Client Record Management systems	√	
Ability to maintain Website and social media	√	
Knowledge of Gypsy Roma & Traveller culture	√	
Ability to speak Romanian [or another EEA language]		√
Knowledge of immigration, housing and DWP legislation		√
Good Communication and interpersonal skills	√	
Minute taking and report writing experience		√
Experience of working in the Third Sector	√	
Understanding of Charity financial regulations	√	
Knowledge of financial packages such as Quickbooks or Zero	√	
Flexible working practices		√

The Roma Project maintains a work environment free from discrimination; one where all employees are treated with dignity and respect. All employees are responsible for fulfilling TRP's commitment to equal employment opportunity. TRP does not discriminate against any employee or applicant