



Volunteer Job Description: Admin Assistant

Organisation: Cotton Tree Trust

Location: London

Reporting to: CEO

Commitment: A commitment of 3 day/week (around 12 hours), for a minimum of 6 months is preferred for this role. The role is mainly in-office working and you will be required to come to the office in person. Travel expenses to the office will be reimbursed.

About the Organisation

Founded in October 2016, The Cotton Tree Trust was established in response to the pressing needs of refugees and asylum seekers in the UK. With the soaring demand for legal assistance, combined with the challenges many face from a system often ill-equipped to address their unique traumas, The Cotton Tree Trust established itself as a charity to provide with advice, as well as social and emotional support. We provide 'relaxed time', ensuring each individual receives comprehensive and sensitive support, from legal guidance to emotional care.

Our guiding principle is respect, valuing the inherent worth and dignity of every individual. We don't just see our members as clients, but as human beings with rich histories and dreams for a brighter future. Whether through our Legal & Casework branch, assisting in the intricacies of the UK's asylum process, or our Heal & Grow initiative, cultivating resilience and community, we're more than just an organisation. We're a community that seeks justice, nurtures growth, and dreams of a world where every refugee and asylum seeker has the opportunity to flourish. As you consider joining our team, know that you're becoming a part of a mission to change lives.

We deeply rely on the passion and dedication of our volunteers to bring our mission to life. By joining our team, you will play a pivotal role in impacting the lives of those who are often marginalised and overlooked. Your support will not only uplift individuals but will be a testament to the spirit of humanity, ensuring that even the most vulnerable among us are seen, heard, and cherished.

Purpose of the role

We are seeking a dedicated Admin Assistant with a heartfelt commitment to supporting refugees and marginalised communities. The ideal candidate possesses strong organisational and communication skills, both spoken and written, especially in English. A familiarity with the challenges faced by refugees in London and prior administrative experience is crucial. Proficiency in Microsoft Office is essential, and fluency in languages such as Arabic, Tigrinya, Amharic, Tigre, or Somali would be a distinct advantage. The role calls for an individual ready to work autonomously, proactively seeking ways to improve operations, and keen on making a tangible difference in the charity sector.

The Admin Assistant will support the administration of caseworking, referral, research and client support in the organisation, ensuring smooth operational flow and optimal support for the refugee and marginalised communities we serve. We are a small team and you will be reporting to the Head of Programmes but working closely with all staff, volunteers and members.

Key Responsibilities:

- Assist in administrative tasks for the caseworking.
- Coordinate with clients for their sessions and remind them of appointments and events.
- Update and maintain accurate client information and data records.
- Scan, copy, organise and maintain physical files
- Facilitate the logistics of remote sessions and face-to-face pilot sessions.
- Conduct relevant research related to caseworking and client needs..
- Manage volunteer inquiries, screen applications, and onboard volunteers.
- Manage office equipment, supplies, and deliveries.
- Efficiently greet visitors, members and manage general inquiries.
- Handle office phone calls and redirect as appropriate.

Person Specification

| | Essential | Desirable |
|-------------------|---|---|
| Experience | Previous experience in administrative roles | |
| | | Previous involvement in the charity sector |
| | | Lived experience or good understanding of dealing with the asylum, housing, benefits system in the UK |
| Skills | Advanced spoken English. | |

| | | |
|------------------|---|--|
| | Excellent written and verbal communication skills and ability to liaise professionally with internal and external stakeholders | |
| | Strong organisational abilities, with emphasis on time management and prioritisation in a busy setting. | |
| | High proficiency in Microsoft and Google suites of applications such as Word, Excel, Google | |
| | | Fluency in a second language (Arabic, Tigrinya, Farsi, Pashto, Dari, Amharic, Somali). |
| | | Confidence in using CRM databases |
| Knowledge | Understanding of issues facing refugees | |
| | | Familiarity with the refugee and asylum system in the UK |
| Attitudes | Proven commitment to working with marginalised populations, especially refugees | |
| | A team player with a strong sense of responsibility for one's learning | |
| | Eagerness to perform all tasks, including routine ones, to a high level | |
| | Continuous improvement mindset, always seeking optimal ways to perform duties and contribute to the improvement of our services | |

Other Relevant Information:

- Willingness to travel within London using public transport.
- The role may require flexibility to support tasks on an ad hoc basis

Benefits of Volunteering: This role provides an excellent opportunity for personal and professional growth. You will gain hands-on experience in planning and organising programmes, gaining research and problem solving skills, and understand how these tasks impact program outcomes. You will learn how current government and local authority policies impact migrants and those impacted by destitution and, most importantly, you'll be making a difference in the lives of marginalised populations.

How to Apply: Interested candidates should send a cover letter and CV to sham@cottontreetrust.org.uk Applications will be reviewed on a rolling basis until the position is filled.

Role subject to DBS check and successful references.

Cotton Tree Trust is an equal opportunity employer and is committed to creating a diverse environment. All qualified applicants will receive consideration for volunteer roles without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.