

Job description and person specification

Senior Support Assistant – Refugee Support Greater Manchester			
Salary band	Level 2a	Job reference number	
Area / department	Refugee Support and Restoring Family Links	Region / division	North West
Work location	Flexi working between home, outreach Hubs and Manchester Office	Reports to	Service Manager
Role duration	Maternity Cover (9 months initially)	Last updated	October 2025

Scale and scope of role

Direct reports	n/a	Indirect reports	n/a
Budgetary responsibility / accountability	n/a	Accountability for other resources	Daily cash handling and reconciliation, invoicing and procurement
Reach and impact	The overall purpose of the role is to ensure efficient and reliable administrative support is provided to the Refugee Support team in the Greater Manchester area in order to support high quality service delivery to people in crisis.		

Context

We help people in crisis, in the UK and overseas. As part of a global voluntary movement, we respond to conflicts, natural disasters and individual emergencies, helping vulnerable people to prepare for, withstand and recover from emergencies.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview – Refugee Support and Restoring Family Links

For people in crisis, as a result of their migration status, in need of protection, displaced and often having experienced family loss and separation our Refugee Support and Restoring Family Links team will deliver on our unique position and responsibility as part a truly global humanitarian organisation, present at every stage on the migratory trail to:

- > Reduce destitution and exploitation
- > Restore family links and facilitate reunion
- > Challenge stigma and build inclusion
- > Ensure protection and empower people to make positive decisions to regain control of their lives

We will do this by mobilising the power of humanity through three distinct vehicles for change – advocacy, service delivery and by creating the right environment. We will engage with our service users and use their experience and evidence to inform our development and delivery and will seek out opportunities to build productive alliances across the UK, wider movement and beyond to enable delivery on our mission at the earliest opportunity. To deliver on our mission, we will focus on:

- > Strengthening the sector in which we operate
- > Ensuring all our services are truly accessible and developed through a process of inclusion and collaboration
- > Achieving policy change through effective advocacy underpinned by our extensive operational evidence
- > Develop key alliances, locally and nationally to increase public understanding and create a more welcoming environment
- > Develop partnerships to increase restricted / grant funding
- > Promote wellbeing and ensure inclusive, accessible and diverse development opportunities to engage with, work or volunteer

Local context

The Senior Support Assistant will work as part of a 15-person staff RS/RFL team and a number of volunteers in Greater Manchester. The team deliver a range of services to support refugees and asylum seekers across Greater Manchester.

The Team currently deliver support services through a combination of outreach in local hubs (Rochdale, Oldham, Tameside, Bury, Preston and Manchester) as well as through partnerships with other local agencies and through a telephone service.

We also operate the Manchester Destitution Project, which supports refugees and asylum seekers suffering from short and long term destitution and provides financial support, food, clothing and casework interventions to support people to find a way out of destitution.

The team provide a range casework support, support with family reunion travel assistance claims and learning and wellbeing activities to refugees and asylum seekers across the area.

The main focus of this role will be the Greater Manchester area with a small amount of support to the team in Preston.

Purpose of the role

As part of the Refugee Support and Restoring Family Links team, the Senior Support Assistant will be responsible for coordinating and delivering support services for refugees, asylum seekers and other vulnerable migrants in Greater Manchester and will undertake a range of duties designed to develop, maintain, promote the service.

Main responsibilities

1. General administrative duties

- Efficient and reliable administrative support is provided to the Refugee Service and/or Restoring Family Links service in line with agreed standards

2. Data Management

- Electronic and paper-based filing and database systems are maintained in accordance with quality standards and data protection
- Ensures collection and collation of data to agreed standards, by engaging with caseworkers, internal / external stakeholders and service users where appropriate
- Provides project updates and reports and works collaboratively with line manager to ensure effective information management systems are in place
- Confidentiality and data protection is maintained in relation to all aspects of the service

3. Responding to external enquiries

- External enquiries are responded to appropriately in accordance with agreed procedures and standards
- Works with line manager / caseworkers and volunteers to support and implement effective screening / triage procedures in order to identify and respond to critical issues in a timely manner, ensuring casework intervention where appropriate
- Client vulnerabilities are identified and escalated or responded to as appropriate
- Effectively oversees volunteers providing reception duties, providing support and guidance and monitoring wellbeing
- Health, safety and security implications are identified and responded to or escalated as appropriate
- Database of external agencies is maintained to enable appropriate referrals and signposting

4. Risk management

- Follows procedures, policies and guidance to ensure a safe, effective and efficient environment
- Risks and health and safety issues are rapidly identified and escalated as appropriate
- Service user risks are identified, managed and/or escalated as appropriate

- Safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

5. External partnership

- Good working relationships with external partners are established and maintained as required for the role
- Issues are identified and escalated as appropriate

6. Financial processes

- Cash handling, banking, invoicing and procurement are effectively carried out in accordance with policies, procedure and good practice
- Works closely with management / senior management to establish and maintain robust systems and ensure financial accountability

7. Volunteer management

- Works with line manager and other departments to ensure future requirements for volunteers are identified within a workforce plan
- Volunteers receive effective line management support to enable delivery of administrative and reception functions of the service
- Relevant policies, procedures and good practice are understood and adhered by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards
- Works with People and Learning teams to ensure effective recruitment and induction volunteers as required for the service

8. Team worker

- Works to ensure Behaviours Framework is embedded within service
- Colleagues supported as required
- Contributes effectively to team meetings
- Suggests improvement to support continuous development
- Provides contingency cover for colleagues in periods of absence as requested by line manager

9. Other duties

- Perform clerical and administration duties commensurate with the post
- Proactive in supporting own professional development

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager

Person specification

NB this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role

	Requirements
Skills	<ul style="list-style-type: none"> > Organisational skills – planning, managing and monitoring own and others workload* > English language proficiency – ability to produce clear, well-structured, detailed text on complex subjects; can understand a wide range of demanding, longer clauses; can use language flexibly and effectively for professional purposes > IT literate. Experience of using email, word processing, databases and spread sheet packages > Time management skills – responding to and prioritising a range of competing demands* > Excellent communication skills, both written and verbal* > An understanding and empathy with the needs of refugees and asylum-seekers* > Ability to recognise the implications of working within a charity and a voluntary organisation > Demonstrate flexibility and open mindedness > Ability to listen, empathise and provide emotional support to highly distressed and vulnerable people in crisis*
Knowledge (including education and training)	<ul style="list-style-type: none"> > Educated to GCSE level or equivalent by experience > Knowledge and ability to demonstrate an understanding of issues such as confidentiality, data protection, and health and safety* > Good knowledge of Microsoft Office (including word, PowerPoint, & excel) > Ability to collate a range of management information including statistical information and user feedback* > Knowledge of a foreign language widely used in

	<p>the refugee community</p> <ul style="list-style-type: none"> > Knowledge of legislation relevant to the delivery of the service
Experience	<ul style="list-style-type: none"> > Experience in a support or administrative role* > Experience of maintaining effective working relationships > Experience of working in a team in a high pressure environment* > Experience of working with volunteers* > Experience of working with vulnerable people > Experience of working with interpreters and communicating with people who do not speak English as a first language
Behaviours	<p>Focussing on people in crisis</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis <p>Solution focussed</p> <ul style="list-style-type: none"> > Uses a range of methods to identify solutions and make decisions, involving others where appropriate <p>Working collaboratively</p> <ul style="list-style-type: none"> > Pro-actively builds collaborative relationships internally and externally > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions <p>Communicating and influencing</p> <ul style="list-style-type: none"> > Uses their understanding of others to tailor and choose the approach that will have the greatest impact
Additional requirements	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate,

	<p>courageous, and dynamic)</p> <ul style="list-style-type: none"> > Ensure anti-discriminatory practice and promote diversity > Able to occasionally work and travel throughout the UK as required, including overnight stays > Willingness to work flexible hours on occasion with prior agreement of line manager > Occasionally support with emergency response operations, with prior agreement of line manager
--	--

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above.

N.B. All disabled candidates who meet the essential criteria (*) will be short listed for interview in line with our commitment to the Disability Confident Scheme

