



## Job Description

**Job Title:** Service Assistant

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**Responsible to:** Sanctuary Hosting Service Coordinator

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**Salary:** £19,000 per annum gross (pro rata). Hours 15 per week.

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**Location:** Sanctuary Hosting office base in Emmaus Oxford.

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## Context

Sanctuary Hosting matches homeless asylum seekers, refugees and vulnerable migrants (guests) with people who have a spare room or a sofa bed that they offer freely for a finite period (hosts). Since its inception the scheme has provided over 19,000 nights of accommodation to a total of 96 people who would otherwise have been homeless.

There are currently four part-time members of staff, supported by a strong network of around 25 volunteers, who work with both hosts and guests to help ensure the success of each placement.

Sanctuary Hosting was launched in Oxford in 2015 and now operates across Oxfordshire, Buckinghamshire and Berkshire, with most placements in Oxford and a smaller number in Milton Keynes, Reading and Marlow.

## Overall purpose of the post

To provide administrative support to the Service Coordinator and staff team to help ensure the effective running of the service.

## Main duties and responsibilities

- Assist the Service Coordinator in running the hosting service across the Thames Valley.
- Set up interviews with new guests in confidential settings.
- Set up interviews with volunteers.
- Coordinate the introduction of hosts and guests to initiate hosting placements.
- Monitor and organise regular host review meetings for extended hosting placements.
- Provide administrative support to run volunteer training sessions, internal events, promotional events and event follow up.
- Post updates on Social Media platforms.
- Carry out timely reference checks and process DBS checks for all new hosts and volunteers.
- Carry out timely reference checks for all new guests.
- Ensure all new volunteer and guest contact details are added to the mailing lists and

database.

- Administer and monitor weekly subsistence payments and issue bus passes to guests.
- Regularly update the Charity Log database and shared folders to log applications, referrals and interactions.
- Manage the Sanctuary Hosting email account and respond to phone enquiries.
- Update the Sanctuary Hosting website.

## Person specification

**E = Essential criteria**

**D = Desirable criteria**

<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience in an administrative role. E</li> <li>● Experience of record keeping using a spreadsheet or database. E</li> <li>● Manage enquiries from members of the public. D</li> <li>● Experience of financial record keeping. D</li> <li>● Experience of maintaining confidential records securely. D</li> </ul>
<b>Knowledge/Technical skills</b>	<ul style="list-style-type: none"> <li>● Excellent IT skills including Word, spreadsheets, databases, email and social media. E</li> <li>● Accurate and meticulous. E</li> <li>● High level of organisation. E</li> <li>● Good interpersonal skills with the ability to communicate clearly with people from different backgrounds. E</li> <li>● A general understanding of the situation of asylum seekers, refugees and vulnerable migrants in the UK or willingness to learn. D</li> <li>● Knowledge of Wordpress and Mailchimp. D</li> <li>● Knowledge of Social Media platforms. D</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>● Well organised and efficient with the ability to manage own time and workload.</li> <li>● Capacity to prioritise effectively. E</li> <li>● Ability to identify issues and enhance administrative systems E</li> <li>● Ability to work flexibly as part of a team. E</li> <li>● Ability to communicate with people of diverse cultures. E</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>● An understanding of equal opportunities and anti-discriminatory practices, and the need to promote diversity. E</li> <li>● Ability to uphold confidentiality in all aspects of work with service users, volunteers and colleagues. E</li> <li>● Empathy for the situation of sanctuary seekers. E</li> </ul>