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Operations and Office Manager  
(May 2022)

Rainbow Migration, the leading UK charity dedicated to supporting LGBTQI+ people through the asylum and immigration system, is recruiting an Operations and Office manager to support its growing team and expanding operations.

Rainbow Migration has been supporting LGBTQI+ people through the asylum and immigration system and campaigning for their rights since 1993. We are recruiting an Operations and Office Manager to support the organisation’s ongoing development by helping ensure the charity has necessary systems in place (and managing them) and is acting in line with policies and procedures. You will lead on HR and finance functions and oversee administrative processes to ensure the smooth running of the organisation.

You will:

* Manage and improve the effectiveness and efficiency of systems that support delivery of our mission such as office management and administration, IT and HR
* Work closely with the Executive Director to manage our finances
* Provide support to trustee meetings and our forthcoming refugee advisory group
* Lead on our HR processes, with training provided as needed in order to develop knowledge in this area
* Act as our administrator for our database on Salesforce, with training provided as needed
* Line manage our Administrator/Bookkeeper

Rainbow Migration’s vision is a world where there is equality, dignity, respect and safety for all people in the expression of their sexual orientation or gender identity. Our values are:

* Safety: We believe everyone should be safe from persecution and safe to be themselves. We strive to create a safe workplace culture, and we place importance on the wellbeing of everyone involved with Rainbow Migration.
* Integrity: We are thorough and honest in everything we do, and we take responsibility for our actions. We want to be accountable to our communities and those who support us.
* Belonging: We welcome and include all LGBTQI+ people, and we celebrate and value their range of experience in terms of gender, religion, race, age, disability status and class. We try to remove obstacles to participation, champion equality and promote a sense of family or home through our services.
* Respect: We believe that every person is equal and deserves the same level of courtesy, care, and attention. We respect the rights, wishes and feelings of our service users, and campaign for their rights to be respected as they go through the asylum and immigration system.

At Rainbow Migration, we don’t just accept difference – we celebrate it, we support it, and we thrive on it. We’re proud to be an equal opportunity employer and we value diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, gender identity sexual orientation, age, marital status, or disability status – simple, we consider all qualified applicants, consistent with any legal requirements.

We welcome applications from candidates with lived experience of going through the UK asylum or immigration system or who have been subject to immigration control, and also people of colour who are currently underrepresented among our staff. We offer a guaranteed interview scheme for anyone considered as disabled under the Equality Act 2010 if they meet the necessary criteria.

The successful applicant will be required at the point of conditional job offer to disclose all unspent criminal records and subsequently to undergo a basic DBS check. See our [website](https://www.rainbowmigration.org.uk/dbs-check/) for more information.

Hours:Full-time (35 hours per week). Working part-time or job-sharing will be considered. Occasional work in the evenings and at weekends may be required but with plenty of notice. Rainbow Migration encourages staff to maintain a good work life balance and has a TOIL system in place.

Salary:Starting at £36,656 with potential annual step increases up to £40,837 (pro rata if working part time), plus statutory employer’s pension contribution. In addition to an annual step increase, the trustees consider giving a separate inflationary increase every April.

Contract type:Permanent

Location:Our offices are based in Borough, central London. All staff are currently working from home due to Covid-19. A mix of working at home and/or the office is likely for the foreseeable future. There might be occasional travel outside London with plenty of notice.

Annual leave:25 days per year, increasing by one day per holiday year after two years of employment up to a maximum of 28 days (pro rata if working part-time).

How to apply:

Closing date: 10 am, Tuesday 14 June

Interview dates: 20 and 21 June 2022

Pleaseread the job description and person specification. Email your CV and covering letter, along with optional monitoring form, to [recruitment@rainbowmigration.org.uk](mailto:recruitment@rainbowmigration.org.uk).

When writing your covering statement, pleasegive examples of how you meet the person specification. In addition to what is on your CV, we want to hear about any relevant skills and experience that demonstrate you meet the necessary criteria for the role and if you meet any of the advantageous criteria. Skills and experience could be from training, volunteering, interests and life experience. Please make your statement no longer than two A4 pages.

Please also confirm in your statement if you wished to be considered under the guaranteed interview scheme for anyone considered as disabled under the Equality Act 2010 (physical or mental impairment that has a ‘substantial’ and ‘long-term’ effect on your ability to do normal daily activities).

If you have questions about the role, please email [recruitment@rainbowmigration.org.uk](mailto:recruitment@rainbowmigration.org.uk).

By submitting an application, you:

1. Confirm that you have the right to work in the UK and will produce the necessary documentation if you are offered this post
2. Declare that to the best of your knowledge and belief, the information provided in your application is true and correct and that you understand that any false information or statement given may result in dismissal from Rainbow Migration if appointed
3. Accept that, if successful, you will be required to disclose all unspent criminal records at the point of conditional job and subsequently to undergo a basic DBS (Disclosure and Barring Service) check.

Privacy Notice: Your privacy and data protection

In order to recruit and manage staff, Rainbow Migration needs to store personal information (data) about all applicants. Rainbow Migration is registered as a “controller of personal data” under the Data Protection Act 2018 with the Information Commissioner. By applying for this role, you agree that we will keep the information on your CV and covering statement. Monitoring information is kept separately and is pseudonymised to avoid identification of applicants. Monitoring information is amalgamated for statistical purposes and the original data then destroyed. Rainbow Migration keeps all personal information safely and securely, and does not share your information with anyone outside Rainbow Migration or any other organisation without your consent. Information is kept for the minimum period necessary which for CVs and covering statements for unsuccessful applicants is 12 months after the conclusion of the recruitment campaign.

Operations and Office Manager  
Job Description

Purpose

The Operations and Office Manager will manage Rainbow Migration’s admin and finance systems and help ensure the smooth operation of the organisation to help achieve our strategic goals:

1. Asylum and immigration system treats LGBTQI+ people fairly and with dignity
2. LGBTQI+ people who need protection are granted leave to remain
3. Optimum wellbeing and no isolation among LGBTQI+ asylum seekers and refugees

Responsibilities

Operations, office, admin and IT management

* Manage the office space and liaise with the proprietor
* General office administration, with assistance from the Administrator, for example procurement, purchasing insurance, monitoring use of devices, managing petty cash
* Ensure our ICT is fit for purpose and secure
* Administration of our customer relationship management (CRM) system, Salesforce, used for casework, communications, fundraising and campaigning, with training provided as needed
* Project manage changes to systems
* Help develop and implement organisational policies
* Help ensure safe working practices across the organisation, for example by carrying out risk assessments, health and safety audits and workstation assessments
* Help ensure we are fully compliant with GDPR and implementing data protection best practice

HR

* Help develop and implement HR policies and procedures
* Coordinate recruitment, inductions and exit processes for staff, trustees and volunteers
* Giving training on our policies to staff, trustees and volunteers

Finance management

* Assist the Executive Director in drafting our annual budget, monitoring income and expenditure, and forecasting
* Support the Executive Director in ensuring expenditure complies with grant requirements and our policies
* Assist the Administrator/Bookkeeper with finance processes

Support to Executive Director and Board of Trustees

* Provide support to trustee meetings, for example drafting agendas, coordinating preparation of papers, drafting reports, taking minutes and organising annual general meeting
* Help the Executive Director and Trustees to ensure compliance with regulators such as the Charity Commission and Office of the Immigration Services Commissioner (OISC)
* Assist the Executive Director and Trustees with logistics of setting up and coordinating a refugee advisory group
* Provide ad-hoc PA support to the ED

People management and supervision

* Line manage Administrator/Bookkeeper and provide cover during periods of leave

Other

* Draft reports for trustees, donors and other stakeholders
* Comply with all Rainbow Migration policies
* Undertake other reasonable tasks as requested

Reporting

The Operations and Office Manager will report to the Executive Director of Rainbow Migration.

Operations and Office Manager  
Person Specification

Necessary criteria

1. At least 2 years’ experience of office administration/management or providing support to a senior leader, management team or board
2. Experience of managing projects
3. Experience of budget management or assisting with an organisation’s financial management
4. Ability to understand and implement technical documents such as contracts and terms and conditions
5. Confident in use of ICT, and willingness to investigate and implement new ICT systems and support staff to use them
6. Ability to identify and solve problems in collaboration with others
7. Excellent attention to detail
8. Willingness to develop skills and knowledge across the role

Desirable criteria

1. Ability to line manage staff
2. Experience of HR, for example recruitment or developing HR policies
3. Ability to implement data protection policies and procedures
4. Experience of using Salesforce
5. Experience of producing financial reports
6. Understanding of the regulatory and governance requirements of charities

Essential core competencies expected of all Rainbow Migration staff

1. Committed to Rainbow Migration’s mission, vision and values
2. Good English verbal and written communication skills
3. Ability to work independently, understanding the importance of seeking guidance and support when required
4. Ability to plan and prioritise work and meet deadlines
5. Ability to work collaboratively within a small, multidisciplinary team
6. Ability to work occasionally outside regular office hours
7. Ability to work with people from diverse backgrounds
8. Ability to use standard workplace software programmes including Microsoft Word, Excel and PowerPoint

The successful applicant the successful applicant will be required at the point of conditional job offer to disclose all unspent criminal records and subsequently to undergo a basic DBS check. See our [website](https://www.rainbowmigration.org.uk/dbs-check/) for more information