



Job description

JOB TITLE: Administrative Assistant

Location: Hertfordshire, home-based

Working pattern: 18.5 hours per week

Salary: £13,000 per annum

Line manager: Director

Introduction

Herts Welcomes Refugees is at a transitional stage of its development, moving from a charity managed entirely by volunteers to one in which a small team of paid staff at its core facilitate and support the trustees to guide the work of the 170 or so volunteers. Having come through a period of rapid development in the last four years, we now need to consolidate our knowledge and improve our systems and processes. The staff team currently comprises a Volunteer Coordinator, IT Support Administrator and a Director. The Administrative Assistant will play a key role supporting the team, ensuring the smooth-running of meetings, internal processes and data management.

Main duties and responsibilities

Volunteer management support:

- Support the onboarding of new volunteers, particularly reference checking and DBS checks (including DBS updates / renewals).
- Maintain accurate records relating to volunteer onboarding and ongoing management. Work with the Volunteer Coordinator to check active volunteers.
- Support the organisation of training sessions, track volunteer attendance and update records.
- Help sharing key information and resources with volunteers, including between area teams.

Data management support:

- Maintain clear filing of documents on SharePoint and encourage the full use of SharePoint by volunteers, staff and trustees.
- Encourage continued volunteer use of Monday.com to record their time / activity.
- Help with wider organisational data management through the set-up, roll-out and use of new database(s). Encourage uptake and use of this by all.



- Support management of Microsoft 365 users (adding / removing users), email and SharePoint access issues.

Wider team administrative support:

- Organise and minute key internal and external meetings.
- Support responding to the "enquiries" email inbox.
- Manage the Membership list - ensuring new members are added and lapsed members removed. Also ensuring it matches the Mailchimp newsletter list through coordination with the volunteer newsletter lead.
- Support the Treasurers with record keeping and the administration of vouchers for service users as required.
- Help with record keeping of safeguarding incidents - collating information and ensuring it is stored in the appropriate secure location.
- Support the bike scheme (ensuring requests are followed up).
- Help with internal reporting, as required.
- Support the Director with other tasks and projects as required, including a range of data collection and processing.

Person Specification

Skills, Knowledge and Experience:

- Experience conducting a range of administrative tasks, including filing and record keeping, organising and minuting meetings, etc.
- Excellent IT skills, including detailed knowledge of Microsoft 365, SharePoint, and experience with a range of databases.
- Good communication (written and oral) and interpersonal skills.
- Strong accuracy and attention to detail.
- Experience working flexibly and balancing competing priorities.
- Experience within the UK voluntary sector, in a staff or volunteer role (desirable).

Personal qualities:

- Commitment to the rights and protection of refugees and asylum seekers.
- Ability to travel across Hertfordshire (travel expenses reimbursed); ability to drive with access to a car desirable.
- Willingness to work flexible hours to include some evenings.
- Ability to work primarily from home.
- Should live in Hertfordshire.
- Respect for confidentiality.

Why work with us?



- Be part of a small, passionate and values-driven team making very tangible differences for refugees and asylum seekers.
- Help establish new tools and processes at a pivotal time in HWR's development.
- Receive support for professional development and training.
- Enjoy a largely remote and flexible working environment.

TO APPLY

Download an application form from our website here: <https://www.hertswelcomes.org.uk/news>

Send your completed application form and CV to: HRrecruit@hertswelcomes.org.uk by midnight on **17 May 2026**.

All applicants must have the right to work in the UK.

HWR strives to be an equitable, diverse and inclusive employer and this role is open to all, including those with lived experience and/or protected characteristics.

Please note this role will be subject to a Disclosure and Barring Service (DBS) check.