



### **Job Details**

<b>Role title:</b>	Office Assistant
<b>Salary:</b>	£21,000-£24,000 per annum pro rata
<b>Contract:</b>	Fixed term (12 months with potential to renew, subject to an 8-week probationary period)
<b>Working hours:</b>	Part time (3.5 days per week. Some weekend working will be required.)
<b>Location:</b>	London. Some remote working may be possible, subject to operational requirements.
<b>Holidays:</b>	20 days per annum pro rata plus Bank Holidays, with time off in lieu, if necessary, because of operational requirements
<b>Pension:</b>	A pension scheme is available

### **Background**

The Ukrainian Welcome Centre is a project to provide support and resources to help Ukrainians displaced by Russia's war against their homeland, as well as their sponsors and staff of supporting organisations to access key services and up-to-date information and help.

The Ukrainian Welcome Centre is a newly established initiative, consisting of a physical location staffed primarily by volunteers in the Ukrainian Catholic Cathedral in London, and a website [www.ukrainianwelcomecentre.org](http://www.ukrainianwelcomecentre.org). The Welcome Centre is intended to be a single point of contact for all essential information for displaced Ukrainians covering arrival, settling and long-term living in the UK.

The Welcome Centre is a partnership initiative between the Ukrainian Catholic Eparchy of the Holy Family of London and the Association of Ukrainians in Great Britain (AUGB) and operates as a project of the Eparchy – registered charity number 240088.

### **Objectives and values**

The Welcome Centre's overarching objectives are:

- To provide a safe and welcoming space where displaced Ukrainians can access the information and support they need to rebuild their lives with dignity
- To sustainably provide and/or offer reliable signposting to key services to Ukrainians in the UK, and their host families
- To create partnerships with charities and other organisations to provide services that add value for displaced Ukrainians
- To ensure that displaced Ukrainians continue to be connected to their Ukrainian culture and heritage
- To foster a culture of meaningful volunteering amongst all sections of the Ukrainian diaspora and beyond
- To ensure that the Welcome Centre complies with the charitable objects of the Eparchy and all statutory requirements.

To achieve those objectives, we strive to work in a way which is:

- Inclusive
- Respectful to all
- Collaborative and supportive
- Open and transparent
- Empathetic and non-judgemental

## **Safeguarding**

All Ukrainian Welcome Centre staff share responsibility to promote and maintain a strong safeguarding culture, including identifying the key actions they should take given their role and responsibilities.

The Ukrainian Welcome Centre recognises the personal dignity and rights of children and vulnerable adults, towards whom it has a special responsibility and a duty of care and respect. The Ukrainian Welcome Centre, and all its staff and volunteers, undertake to do all in our power to create a safe environment for children, young people and vulnerable adults and to prevent their physical, sexual or emotional abuse. The Ukrainian Welcome Centre is committed to acting at all times in the best interests of children and vulnerable adults, seeing these interests as paramount. Any candidate offered a job with the Ukrainian Welcome Centre will be expected to adhere to our Safeguarding policy and sign our Code of Behaviour as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Client-facing staff will also be required to complete an Enhanced DBS check, which will be administered through the Eparchy of the Holy Family of London.

## **How to apply**

Please send an up-to-date CV, including details of two referees, along with a covering letter detailing how you meet the person specification to [info@ukrainianwelcomecentre.org](mailto:info@ukrainianwelcomecentre.org) marked for the attention of Andriy Marchenko, Director.

We will be conducting interviews as we receive applications.

## **About this role**

We are seeking an enthusiastic Office Assistant to act as a support for the small core team at the Ukrainian Welcome Centre. The Office Assistant will be the first point of contact for email and telephone enquiries that the Ukrainian Welcome Centre receives, and will assist the team with administrative duties.

This varied role will suit someone with strong organisational and interpersonal skills with an interest in human rights and would like to help displaced Ukrainians in a practical way.

## **Detailed duties**

1. Be the first point of contact for enquiries, vetting, replying and forwarding on as required.
2. Answer the Ukrainian Welcome Centre's telephone line, and direct calls as required.
3. Respond to email queries.

4. Reception duties, such as registering and directing visitors, when the Welcome Centre is open.
5. Work with other team members to maintain office inventory.
6. Keep a detailed and accurate record of enquiries that are received.
7. Digitising any paper registration or 'case file' documents in the Ukrainian Welcome Centre
8. Organise internal documentation systems (both digital and paper filing), ensuring they are accessible and secure.
9. Assist with data input and database management.
10. Support team members in writing monthly, quarterly and year-end reports, and with funding applications.
11. Monitor the booking and registration system when required for specific sessions.

*This list of duties and responsibilities is by no means exhaustive and the post holder may be required to undertake other relevant and appropriate duties as required. This job description is subject to regular review and appropriate modification.*

### Person Specification

Knowledge, experience and skills	E = Essential D = Desirable
Strong organisational and administrative skills – able to prioritise and handle multiple projects and deadlines and work without close supervision.	E
Strong interpersonal skills – able to work well with others and communicate well with a wide variety of people.	E
Excellent attention to detail in planning and administration.	E
Commitment to safeguarding of vulnerable individuals and to the objectives and values of the Welcome Centre	E
Knowledge of government policies surrounding refugees and humanitarian aid.	D
Experience using databases, e.g., Salesforce or equivalent.	D
Good written and spoken English and Ukrainian language skills.	D

Personal skills and features	E = Essential D = Desirable
Proven ability to manage own workload while working under pressure	E
Commitment to equality, impartiality, and confidentiality	E

Work with honesty, integrity, and compassion	E
Flexibility to adapt to changing workload demands and environments.	E
Capacity to work collaboratively and in a team	E
Excellent computer literacy (Microsoft Office, emails, internet and use of other technology)	E
Strong attention to detail	E