



**Job title:** Administrative Assistant

**Reporting to:** Finance Manager

**Salary:** £13 per hour

**Contract:** Fixed term until 31 March, 2025

**Working hours:** 14hrs per week

**Working pattern:** To be negotiated;  
preferably 3hrs 30mins over 4 days, or 4hrs 40mins over 3 days

**Location:** Glasgow, with some WFH

**Background:** Bridges Programmes delivers employability and workplace integration for refugees, asylum seekers and migrants, thus supporting social and economic integration. We have supported thousands of people to safely rebuild their lives in Scotland through employability and workplace integration.

**Purpose:** To improve the flow of, and communication with, registered clients, therefore supporting clients to access relevant and appropriate interventions as promptly and efficiently as possible and reduce waiting times.

**Objective:** To work closely with the Caseworker team, to complete preparatory work which will allow Caseworkers to begin interventions immediately.

**Main responsibilities:**

- Utilising multi-lingual skills to engage and build trust with individual clients from a wide range of cultural backgrounds and employment experiences
- Work methodically and efficiently to manage a large client waiting list, supporting clients to become fully registered and engaged by scheduling appointments, completing documentation, and data entry
- Respond to enquiries in-person, by phone and email, and to work well as part of a busy and diverse team supporting a varied client group
- Be the first point of contact for visitors, and provide a warm welcome for people coming to Bridges Programmes
- Support organisation of courses including room set-up
- Maintain good records, support data entry, and contribute to reporting
- Comply with client confidentiality, data protection and quality standards
- Seek feedback, and bring new ideas to the team

**Additional duties:**

Tasks and duties at Bridges Programmes can sometimes be unpredictable and varied. All staff are expected to work in a flexible way when occasionally tasks arise which are not specifically covered by a job description. These additional tasks will normally be to cover unforeseen circumstances and changes in work that are compatible with the jobholder's regular area of work. If the additional duties become a regular or frequent part of a jobholder's duties it may be included in their job description in consultation with the member of staff.

**Person specification:**Skills and experience

- Fluent in written and spoken English (E)
- Fluent in another language(s) (D)
- Working with adults who are in vulnerable circumstances (D)
- Administrative experience including data entry (E)
- Working with people in vulnerable situations (D)
- Team work and experience of charities either in a professional or voluntary capacity (D)
- Understanding of issues facing refugees, asylum seekers and migrants, and/or lived experience (D)
- Understanding of the employability pipeline and effective employability interventions, and/or lived experience of employability programmes (D)
- Proficiency with Microsoft 365; particularly Word, Excel and Outlook (E)

Personal attributes

- Well organised, self-motivated, personable with excellent communication skills (E)
- Team player able to identify and propose actions to continuously improve service delivery (E)
- Ability to adapt style to suit individual clients, and to motivate clients who feel disenfranchised (E)
- Ability to represent Bridges Programmes and work with clients, caseworkers and other stakeholders (E)

**We are an equal opportunities employer committed to diversity and inclusion. We want to create a supportive and inclusive environment where our employees can reach their full potential, without prejudice or discrimination.**