

## **Admin Support Volunteer Role Description - Thriving Families**

**Location:** Home-based

**Commitment:** 4-8 hours a week, 3 month+ commitment

**Main role:** Providing administrative assistance to the Thriving Families project

### **About the project**

Unleashing Refugee Potential (URP) is a Leeds based social enterprise that supports refugees into education, employment and entrepreneurship. We have launched the Thriving Families tuition project to address the worsening educational inequalities that have resulted from school closures. Many of the refugees, asylum seekers and migrants we support faced substantial barriers to supporting their children's home learning. The main barriers they faced were lack of IT equipment and internet access, unsuitable home learning environments and language barriers.

We are deeply concerned that the educational inequalities resulting from school closures will prevent young refugees and asylum seekers from being able to fulfil their potential. We are providing Year 7-11 pupils at schools in Leeds with IT equipment and linking them with volunteer tutors to deliver weekly one-to-one online tuition. We hope that free tuition will give pupils from refugee backgrounds an opportunity to catch up and improve their academic outcomes.

Thriving Families is a volunteer-led project and we are looking for a committed Admin Support Volunteer who can help up us with our day-to-day administrative duties so we can meet the increasing demand for the project.

### **Admin Support Volunteer role**

- Maintain up-to-date records in our database
- Making client follow-up calls
- Responding to email and phone enquiries
- Posting on our social media platforms
- Diary management
- Assisting with creating publicity materials

### **Requirements**

- Confidence in communicating with people who speak English as a second language
- A willingness to uphold the mission and values of Unleashing Refugee Potential
- Hard-working and a willingness to learn
- Ability to work well in a team
- Ability to deal in a tactful and professional manner with confidential information and sensitive situations.

- Good written and verbal communication skills.
- Good organisational skills and attention to detail.
- Proficiency in Microsoft Office, particularly Word and Excel

**What will you get from volunteering with us?**

- Rewarding experience volunteering for a refugee support organisation
- The opportunity to help Unleashing Refugee Potential make a real difference to the lives of refugees and asylum seekers
- A great opportunity to develop your skills and confidence and gain valuable work experience

**To apply**

Please email a copy of your CV and a Cover Letter to Unleashing Refugee Potential's Director, Kidist at [kidist@urp.org.uk](mailto:kidist@urp.org.uk)

**This post is subject to an Enhanced DBS check, which can be facilitated by Unleashing Refugee Potential**