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**JOB DESCRIPTION**

**Job** Title: Bilingual Administrator part-time X 2 posts

Post 1 - Monday to Friday 9.30am- 1.30pm

Post 2 – Monday to Friday 1.00pm – 5.00pm

**Salary**: £20,592 (pro-rata 20hrs each post)

*Please indicate which post you would like to be considered for on the application form*

**Term**: 3 years

**Responsible to**: Migrant Centre NI Management Board

**Probation Period:** 8 weeks from start date

**Annual Leave:** 25 days per annum plus statutory holidays (pro rata)

**Working hours:** 20 hours per week

**Based:** *MCNI Belfast Office*, Ballynafeigh Community Development Association, Ormeau Road Belfast

**Migrant Centre NI**

Migrant Centre NI (MCNI) is a registered Charity established as The Belfast Migrant

Centre in 2010 and officially recognised as a charity in March 2012. In 2014, to

reflect the work of the organisation the name was changed to the current Migrant

Centre NI. MCNI was established to protect the rights of migrant workers in NI,

tackle racism, eliminate barriers against migrant workers, advance education and

raise public awareness about their rights. MCNI works regionally from three bases

across NI, in Belfast, Lurgan, Derry~Londonderry.

**Role Summary**

As Bilingual Administrator, you will support the day-to-day function of Migrant Centre NI through the provision of administrative and clerical support. You will be first point of contact for Migrant Centre NI service users to include reception duties, answering phone calls, dealing with initial inquiries, scheduling appointments, completing client intake, sign-posting service users, and clerical tasks including post management, filing, data entry and providing administrative support to the Finance Officer and the management team as required.

You will be expected to be flexible and able to work in a fast-paced environment, have good communication skills, proficiency in one language in addition to English, and be comfortable working with a diverse staff and client base.

**Key Tasks and Responsibilities**

* Be the first point of contact for MCNI service users and stakeholders via phone, e-mail, and in-person at the Belfast Office
* Complete client intake for new service users
* Schedule appointments for MCNI advisers and advocates and communicate appointment information to service users
* Provide scheduling support for interpreter provision
* Refer or signpost individuals to partner voluntary organisations
* Provide effective administrative support to the management team in relation to organising meetings, conferences, preparing publicity materials, collection of data and other organisational activities as required.
* Maintain office supplies, record correspondence, and prepare and distribute post or other communications.
* Act as a positive representative of Migrant Centre NI to stakeholders, service users, partners, and the general public

**Person Specification**

**Essential criteria**

• Competent IT user including Microsoft Office Packages, internet, databases and email

• Ability to work creatively and flexibly in a small team, supporting other colleagues, and with a strong commitment to learning and improvement

* Excellent written and spoken English and the ability to communicate with diverse communities
* Proficiency in speaking and reading in at least one language other than English

• Experience of working with, and relating to, a diverse range of people and a pleasant, diplomatic manner and disposition in interacting with colleagues at all levels.

**Desirable criteria**

*This criteria may be used to decide who to invite to interview only if they have a very high volume of applications. Desirable criteria are skills and experience that an employer would prefer based on demand.*

*However, this does not exclude speakers of languages other those below from meeting the essential criteria for interview*

* Proficiency speaking and reading in at least one language other than English from the following list representative of our service users: Polish, Hungarian, Slovakian, Bulgarian, Romanian, Russian, Chinese, Arabic, Tetum or Lithuanian.

Candidates from ethnic minority backgrounds and/or with lived experience of the UK immigration system are strongly encouraged to apply.