

Job Description

Resources and Administration Manager

Reporting to	Director of Asylum Aid
Responsible for	2 x Administrators; volunteers
Salary	£36,050 pa

Main purposes

- To ensure the provision of effective 'practice management' support to Asylum Aid's legal team;
- To manage the core organisational functions of the charity – general and financial administration, HR, office premises and services, data protection, IT/telephony, governance;
- To contribute to the overall direction and oversight of Asylum Aid as a member of the Management Team.

Key Responsibilities

Legal Team Administration

The post holder will:

- 1) Ensure that the work of Asylum Aid's Legal Team is enabled and facilitated, at all times, by the proactive and responsive provision of 'practice management' and administrative support.
- 2) Liaise closely with Asylum Aid's Supervising Solicitors to ensure that the administration and resource needs of Asylum Aid's legal services, including the oversight of Asylum Aid's client account, are clearly identified, planned for and addressed, efficiently and effectively.
- 3) Keep abreast of the regulatory obligations in respect of Asylum Aid's legal staff and legal services, to ensure that all Asylum Aid's CRB, OISC and SRA requirements are met fully and promptly.

Financial Administration

The post holder will:

- 4) Oversee Asylum Aid's financial administration systems and procedures, maintaining good working relationships with our accountants, bankers and auditors, liaising with relevant suppliers and working closely with the Director to ensure that efficient and effective control systems are in place, in accordance with the financial policies and procedures of the Charity.
- 5) Ensure that the Director is provided with regular, up-to-date and accurate information about the ongoing financial operations of the Charity.

- 6) Ensure the effective and efficient operation of Asylum Aid's payroll, pension and insurance arrangements, and oversee the internal financial administration, external invoicing/payments arrangements and the fixed asset register of the Charity.
- 7) Oversee Asylum Aid's preparations for and work on the annual statutory audit, liaising closely with Asylum Aid's auditors and accountants.

Governance and Regulation

The post holder will:

- 8) Work closely with the Director and the Board on a range of governance matters, including Board recruitment, Trustee induction, committee administration, Trustee self-assessment, etc.
- 9) Report regularly to the Charity Commission and Companies House, ensuring that Asylum Aid operates in accordance with its Memorandum and Articles of Association and company law.
- 10) Oversee the monitoring and review of Asylum Aid's data protection and other policies relevant to confidentiality and accountability.

Premises and Facilities

The post holder will:

- 11) Provide the primary point of contact with Asylum Aid's Landlords, ensuring that the responsibilities and obligations arising from our lease are fully adhered to and that the office premises are maintained to a high standard at all times.
- 12) Carry out periodic health and safety inspections and risk assessments of the Asylum Aid offices and equipment, ensuring full compliance with current policy and legislation and making recommendations to the Director on necessary actions, reviewing and updating Asylum Aid's health and safety policy and procedures and liaising with Asylum Aid's landlord and licensee on any issues related to health and safety and facilities management.
- 13) Oversee the operation of Asylum Aid's IT and telecoms systems and equipment, managing relationships with external contractors, ensuring full adherence to Asylum Aid's IT policy and procedures, obtaining new hardware and software, as required, and inducting new staff.

Human Resources and Office Administration

The post holder will:

- 14) Oversee the implementation and administration of Asylum Aid's human resources policies and procedures, ensuring that Asylum Aid's staff manual and our HR policies are regularly reviewed, co-ordinating recruitment activity and reporting to the Director on staff sickness records.
- 15) Ensure that Asylum Aid is provided with appropriate telephone and reception cover during office hours and that the work of the charity is supported at all times by effective post, stationery, printing, copying and archiving arrangements.
- 16) Manage the work of the Administrators and oversee the recruitment of permanent and temporary administrative staff, as required.

Other Duties

The post holder will:

- 17) Oversee the administration of the Refugee Legal Group on-line network.
- 18) Participate in the organisation and administration of Asylum Aid's external events, including the annual general meeting, training courses and seminars, report launches, etc.
- 19) Work closely with the other members of the Asylum Aid management team to ensure that the Charity benefits from effective and consistent management at all times.
- 20) Adhere in full to all Asylum Aid's organisational policies and procedures.
- 21) Undertake any other related activities as required by the Director.

Asylum Aid January 2012

Person Specification

Resources and Administration Manager

The post-holder will have the following essential experience, skills, abilities and knowledge:

1. Two years, demonstrable, experience of providing administrative and resource management support, in a legal practice or advice agency;
2. A good understanding of the resource and administration needs of a busy legal practice;
3. Experience of working with Legal Services Commission contracts and familiarity with the immigration specification, the Specialist Quality Mark, Solicitors Accounts rules, and the funding code;
4. Familiarity with the regulatory obligations and requirements of the CRB, OISC and SRA, ideally as they apply to a legal asylum and immigration legal practice;
5. Awareness and understanding of Data Protection requirements and obligations;
6. The ability to provide effective premises and facilities management;
7. Good, practical IT skills and an understanding of how IT networks and telecoms operate;
8. Understanding of workplace health and safety regulations and obligations;
9. Experience of developing effective office administration systems and procedures;
10. The ability to maintain effective human resource recording and monitoring systems;
11. Experience of managing staff and/or volunteers;
12. Experience of managing a varied portfolio of responsibilities in a busy office environment;
13. A demonstrable aptitude for problem solving in an inclusive and practical manner.
14. Good written and verbal communications skills;

The post-holder will have the following desirable experience, skills, abilities and knowledge:

15. Experience of working in a practice management role, or as part of a practice management team, in a legal firm or NGO providing direct legal services;
16. The ability to understand management accounts and to report on financial matters;
17. An awareness and understanding of the experience of people who seek protection in the UK from persecution in their home countries;
18. A proven commitment to effective team working;
19. A demonstrable ability to work sensitively and empathetically with vulnerable people.