



JOB TITLE:	Legal Service Administrator
LOCATION:	Asylum Aid Office (London)
RESPONSIBLE TO:	Asylum Aid Director
CONTRACT:	Part-Time 22.5 hours per week (3 days)
SALARY:	£27,000 p.a. (pro rata)
BENEFITS:	27 days holiday (pro rata)
Pension:	4% matched pension contribution

BACKGROUND

For over thirty years, Asylum Aid has been providing legal representation to some of the most vulnerable people seeking asylum. We have built an expert service, delivering vital and life-saving services in some of the most complex legal cases, with a particular speciality working with Survivors of trafficking, unaccompanied minors and stateless people.

Asylum Aid fills a critical gap in support for people at risk of being returned to danger and violence overseas or languishing in the legal system, resulting in crisis and exploitation in the UK. We know that without the proper time and care, people seeking asylum can end up in limbo for years, causing them great pain and trauma, and leaving them vulnerable to exploitation and potentially being trafficked. At Asylum Aid we provide specialist advice and end-to-end casework, which allows us to gain the insight and knowledge that are essential in putting the best case forward for them, so they are able to obtain legal protection and remain safe.

Since August 2020, Asylum Aid has been part of the Helen Bamber Foundation Group. Asylum Aid operates as an independent charity, led by its own Director within the group structure, and is ambitious about growing its impact and reach in the future to ensure protection from persecution for those who need it. The Helen Bamber Foundation is a pioneering Human Rights charity supporting refugees and asylum seekers who are the survivors of trafficking and torture, including gender-based and 'honour-based' violence. Recognising the complexity of each client's suffering and needs, the Foundation offers specialist services within a Model of Integrated Care encompassing: therapy; medical advice; legal protection; counter-trafficking support; housing & welfare advice; and community and integration.

ABOUT THE ROLE

The Legal Administrator is a key component of the Asylum Aid team, running and overseeing all its central functions and providing vital support to our casework staff. The Legal Administrator oversees all of our systems that enable these efficiencies, as well as supporting the fee earners in their casework.

Equal Opportunities

The Foundation and Asylum Aid is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. We particularly welcome applications from those with Black Asian Minority Ethnic backgrounds, and/or with lived experience of the UK immigration system.

Key Responsibilities:

- To manage incoming and outgoing legal post, ensuring this is dated, scanned and passed onto the legal team swiftly;
- To post, fax, or arrange the dispatch of legal correspondence to clients, the Home Office, counsel and court officials;
- To manage the legal enquiries email inbox, triaging emails as appropriate;
- To be responsible for setting up new cases and, following Asylum Aid's client casework procedures, ensuring all LAA monitoring information and other information on cases is recorded timely and accurately;
- Oversight and updating of Asylum Aid's case management system;
- To assist with the monitoring and recording of disbursement payments;
- To assist with the preparation of documents for Home Office applications and for court hearings;
- To receive and make telephone calls relating to casework activity, as well as covering the receptionist function in answering general incoming calls
- To schedule and book appointments for clients, including the booking of interpreters or other experts where necessary;
- To assist in preparing court bundles including indexing and filing the bundle with the tribunal/court and serving on the Home Office;
- Managing the team calendar and overseeing key dates system;
- To photocopy correspondence, documents, court bundles and other printed

- documentation;
- To organize and maintain Asylum Aid's legal archive, case filing system, legal library, and other documents.
 - To liaise with experts and other professionals regarding the commissioning reports and the gathering of medical, and other records;
 - To attend legal team meetings;
 - To process referrals and provide signposting on behalf of existing clients and new enquiries;
 - To assist the Billing Coordinator/caseworkers with billing checklists where necessary.
 - To assist with general office administration , including administering petty cash;
 - To supervise the work of the Legal Administration Volunteer, and other volunteers as required
 - Together with the Legal Administration Volunteer, to assist the Director in the administration of the Refugee Legal Group Google group hosted by Asylum Aid

General Duties

- To adhere in full to all Asylum Aid's organisational policies and procedures;
- To undertake any other duties as may be reasonably required by your line-manager;
- protect and promote for the benefit of Asylum Aid goodwill associated with AA name, logo, image, and reputation;
- comply with all relevant data protection legislation including collecting relevant consents and permissions;
- comply with GDPR requirements.

Essential Experience

- Excellent IT skills and, in particular, confidence in using Microsoft Office (Excel in particular) and other databases including case management systems;
- Administration experience;
- Experience of working in a supporting role within a charity;
- High degree of accuracy and checking in any work that is carried out.

Desirable Experience

- Understanding of legal aid practice;
- Experience of using legal case management systems;
- Basic understanding of legal aid funding;
- Experience of operating a key dates system.

Person Specification

In addition to the essential criteria and desirable criteria above, the ideal candidate will meet the following criteria for the post:

Abilities

- Excellent organisational skills, including maintaining electronic filing systems.
- Ability to communicate with people at all levels clearly in writing, in person and on the telephone.
- Ability to work well as part of a team and form effective working relationships with others.
- Ability to manage a busy workload, meet deadlines and manage priorities.
- Ability to work on your own initiative.
- Ability to maintain confidentiality.
- At all times use reasonable care, skill and diligence.
- Interest in working with refugees and people seeking asylum.

Throughout all aspects of the role

- Respect for client confidentiality at all times in line with Asylum Aid's confidentiality agreements and consent forms;
- Ensure accurate and timely record keeping of financial data on the case management system and participate in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attend staff training days, meetings and any departmental meetings when required;
- Promote of the aims, principles, policies, interests and wellbeing of Asylum Aid and to protect its integrity and reputation at all time;
- Support the organisation at special events and initiatives, where relevant.

Please note that the successful candidate will be offered the job subject to suitable references and a DBS check. If appointed, you will be required to give your consent to Asylum Aid to receive regular updates on your criminal records status throughout your employment.

In order to apply please submit an up-to-date CV and a covering letter (no longer than two pages) by 9am on Monday 18th July, outlining your relevant skills and experience, as well as how your previous experience matches the listed responsibilities and person specification to jobs@helenbamber.org. In setting the salary regard has been had to average sector pay and the NCJ and NICVA payscales. We particularly welcome applications from those with Black, Asian, Minority Ethnic backgrounds and/or with lived experience of the UK immigration system.

Interviews are scheduled to be held during the week commencing 25th July and will be conducted via Zoom. For any queries, please call 020 7354 9631 or email advice@asylumaid.org.uk and direct your query to Alison Pickup. We regret that we can only respond to applicants who make it to the interview stage. No agencies.



Asylum Aid is part of the Helen Bamber Foundation

Contracted with the Legal Aid Agency

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Registered office: Derry House, 20 Penfold Street, London, NW8 8HJ

