

JOB TITLE:	Billing Coordinator
LOCATION:	Asylum Aid Office (London) (hybrid working also possible, minimum 40% of time in the office)
RESPONSIBLE TO:	Asylum Aid Director of Legal Casework
CONTRACT:	Permanent
WORK PATTERN:	9 – 5.30pm, up to full time (37.5 hours per week) (part-time, job share and flexible working arrangements considered)
SALARY:	£27,000 to £35,000 per annum (pro rata for part time posts), depending on experience
BENEFITS:	<p>Annual Leave: 27 days plus bank holidays (increasing to 29 days after three years of service, and to 30 days after five years of service) plus up to 4 discretionary days for the winter closure period</p> <p>Winter closure period: two week winter closure period where the charity is closed</p> <p>Pension: 4% matched contribution by the Helen Bamber Foundation Group</p> <p>Employee Assistance Programme</p> <p>Hybrid working: 40% office presence</p>
START DATE:	July 2025, subject to references

BACKGROUND

This is an exciting opportunity to join the legal aid casework team at Asylum Aid. You will be responsible for coordinating and delivering the billing of our legal aid work (including controlled work, certificated work and inter partes bills), which is vital to ensure the financial sustainability of our work. Asylum Aid holds legal aid contracts in the immigration & asylum and public law categories.

For thirty-five 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

Asylum Aid is part of the Helen Bamber Foundation Grc



Contracted with the Legal Aid Agency

A company registered in England and Wales limited by guarantee (no 2513874).

Registered as a charity (no. 328729). Exempted by the OISC (no N20200116).

Registered office: 26 Westland Place, London N1 7JH



services in some of the most complex legal cases, with a particular speciality working with unaccompanied children, survivors of trafficking, torture or other forms of human cruelty, and stateless people. Our vision is that all those in need of protection from persecution and other forms of human cruelty in the UK can obtain it, and are treated fairly and with dignity.

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 Executive 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.

ABOUT THE ROLE

This role would suit a person with strong attention to detail and excellent organisational skills and numeracy. The ideal candidate will have already embarked on or be looking to develop a career providing excellent legal aid billing support and coordination essential to the financial sustainability of legal aid practice, whether within the charity sector or private practice. You will have a strong commitment to the values of Asylum Aid and an understanding of the importance of sound legal aid billing practices to our continued ability to provide our expert service to our clients. Prior experience is not essential as full training will be given and peer support is available.

The focus of the role of billing coordinator is to ensure the efficient and robust delivery of costing and billing of legal aid files conducted under Legal Aid Agency (LAA) contract (Legal Help / Controlled Legal Representation and certificated work) as well as liaising with external costs lawyers to oversee the preparation of Inter Partes bills and negotiations with the paying party where we have obtained an order for our costs in judicial review proceedings. This includes reconciliation of Legal Aid Agency payments received and made, and to provide essential coordination within the organisation to support lawyers in ensuring files are billed promptly and accurately, and costs are maximized. The billing coordinator will work with the Director of Legal Casework to develop and maintain an effective tracking system to ensure timely progression from case closure to billing.

This role will work closely with the Legal Team of Asylum Aid and the Finance team of the Helen Bamber Foundation Group. You will also have access to the London Legal Support Trust Centres of Excellence legal aid billing peer support group and peer-to-peer support.

As this is a new role, there will be clear targets set as to the additional legal aid income brought in as a result of the extra capacity it will bring and a review will be undertaken after 12 months as to whether it is having the desired impact on our legal aid income.

Equal Opportunities

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer.

We are committed to attracting and recruiting diverse candidates because 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.

We genuinely welcome and encourage applications from candidates from range of backgrounds, especially people of colour, people with disabilities, people from low socio-

economic backgrounds, refugees, stateless people and others with lived experience of forced migration or trauma *who are under-represented in our organisation*.

We recognise and value the role of lived experience in meeting the needs of our clients and acknowledge the under-representation of people with lived experience of forced migration and statelessness in the refugee and migration sectors. We value experience gained overseas as well as in the UK and you will receive full training to enable you to transfer your knowledge and skills to the UK context.

Person Specification

Essential Qualifications, Knowledge, Skills and Experience

- Demonstrable commitment to the values and aims of Asylum Aid
- Good IT skills and, in particular, confident with Microsoft Office and databases including case management systems
- Strong numeracy skills
- High degree of accuracy and attention to detail
- Excellent organisational skills, including maintaining electronic filing systems effectively
- Ability to communicate clearly in English, in writing, in person and on the telephone
- Ability to work well under pressure and prioritise effectively when there are competing demands on time
- Ability to hold your own in liaising with other professionals in and outside Asylum Aid
- Ability to work on your own initiative
- Ability to maintain confidentiality

Desirable Qualifications and Experience

Please note candidates seeking more than the minimum salary indicated above will be expected to demonstrate that they have the experience listed below; otherwise full training will be provided.

- Experience of paid or voluntary work in an organisation with an immigration legal aid contract;
- Experience of legal aid billing including controlled and/or certificated work, using the LAA's online systems (CWA, CCMS, Galaxkey);
- Understanding of legal aid costs rules and billing procedures for different types of funding (e.g. Legal Help and Controlled Work, certificated and High Costs Cases and inter partes billing);
- Experience of drafting and coordinating legal costs claims and, in particular, legal aid bills and claims on CCMS and of E-filing for inter partes bills;
- Awareness of the costing process and Court assessment processes.

Key Duties and Responsibilities

Billing

- Process and accurately record LAA income.
- Post and submit LAA Controlled Work files for monthly billing cycle and supporting the Finance team to reconcile monthly payments (including stage disbursements) from the Legal Aid Agency, via case management system.
- Liaise with fee earners to prepare and submit files for escape claim billing in a timely manner and to submit appeals against rejects/reductions where justified.
- Together with the legal administrator, process and facilitate invoices for disbursements

and counsel fee notes.

- Assist with civil billing in certificated matters including submission of simple claims via CCMS
- Commission and instruct external costs draftspersons to prepare more complex bills and track their progress, while maintaining excellent working relationships with suppliers
- Check bills thoroughly when they are returned by external costs draftsperson and obtain prompt sign off from the relevant fee earner.
- Deal with any points in dispute in conjunction with the relevant fee earner.
- Submit relevant bills for assessment by the court and track the bills through the assessment process
- Liaise with the relevant caseworker and finance staff to ensure that all final bills are settled and that the client account is properly reconciled.

Billing Support

- Maintain and develop an efficient system to progress billing legal aid files.
- Maintain accurate records tracking the status of files that are in the billing process and provide regular updates to fee earners and managers.
- Assist fee earners in the preparation of files for billing, providing guidance and support where necessary.

Billing monitoring and Reporting

- Provide management and supervisors at least quarterly work in progress spreadsheets and monitor matters for inactivity
- Monitor and keep track of all LAA rejects (including escape claims) and claims for uplifts – monitor the Key Performance Indicator (KPI) data from the LAA
- In appropriate cases, liaise with the relevant caseworker to draft and submit appeals against LAA rejects and to prepare matters for resubmission.
- Deliver costs and billing updates and training to caseworkers on changes and matters that come to light within the monitoring process.
- Maintain and keep up to date Asylum Aid billing guide .
- Promote and disseminate areas of good practice to improve billing performance.
- Maintain and build on existing Billing and Costing guides to cover common issues and processes within the organisation

Personal and professional development

- Undertake relevant training to gain and thereafter maintain knowledge of legal aid and court billing processes
- Collate and exchange examples of good practice to share with partner organisations to promote best practice.
- Attend courses on billing and costing, specialist skills and the use of information technology.

Other

- Attend staff meetings as required.
- Undertake other duties which are generally compatible with the functions of the post, when requested.

- Comply with the organisation's policies and procedures, particularly those relating to safeguarding, health and safety, diversity, equity & inclusion, confidentiality and security, as set out in the Office Manual as well the policies of other relevant partner organisations.

How to apply

Please note that the successful candidate will be offered the job subject to suitable references and a basic 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.

The first stage is to complete on our online application form on our website **by 9.00am on 12 May 2025**

The website form will ask you to:

1. Upload a short covering letter. Please tell us why the position appeals to you, and how your relevant skills and experience, including any voluntary experience and lived experience, matches the listed responsibilities and person specification. Please also state in your covering letter when you would be available to start the role.
2. Upload your current CV
3. Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional and this information will not be available to members of the selection panel.

Selection Process

We anticipate that we will invite candidates to an initial 15-minute online screening meeting week commencing **19 May 2025**, followed by shortlisted candidates attending in-person interview week commencing **26 May 2025**. We will also ask you to complete a short written task ahead of/on the day.

At Helen Bamber Foundation Group we want to be transparent about what kind of qualities we are looking for and build trust from the very beginning of your journey with us. The first step is your interview, and we mean 'your' interview so we will provide you with your interview questions ahead of the interview. This will allow you time to prepare, and ensure you have your best examples in mind.

We regret that we can only respond to applicants who make it to the interview stage.

We offer a guaranteed interview for refugees, stateless people and others with lived experience of forced migration, provided that they meet at least 50% of the essential criteria.

Eligibility

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

Successful candidates will also be subject to a basic DBS check. If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records status throughout your employment and to disclose any relevant convictions incurred during your time with us.

Adjustments

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

Experts by Experience Support

We are also proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector.

If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can ask for an independent and confidential support for your job application from the Experts by Experience Employment Network and access other information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application. (www.ebeemployment.org.uk).

Please complete [this form](#) request support and they will confirm if they can match you with a mentor to support your application

