

JOB OPPORTUNITY:	Legal Administrator and Training Programme Coordinator
LOCATION:	Asylum Aid Office (London)
HOURS:	Full Time (37.5 hours per week)
SALARY:	£27,000 per annum
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>
CONTRACT	Permanent
CLOSING DATE:	5pm on Wednesday 27 August 2025

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 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 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.

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 IAA (no N202000116).
Registered office: 26 Westland Place, London N1 7JH.



About the role

This is a new exciting combined role.

The **Legal Administrator** is a key component of the Asylum Aid team, overseeing all of our administrative systems and processes, and providing vital administrative support to our legal casework staff.

The **Training Programme Coordinator** supports the delivery of Asylum Aid's two strategic partnerships that aim to help address the continuing fall in availability of immigration advice across England and Wales. The Compass Project and the Migrant Justice Greater London (MJGL) Partnership are designed to increase learning, collaboration and peer support opportunities between advice agencies and ultimately improve the provision of immigration advice to people seeking asylum, refugees, and other vulnerable people in the immigration system. This role provides key administrative support and coordination to ensure the effective delivery of both the Compass and MJGL training projects, working closely with Asylum Aid's Immigration Supervisors and Director of Legal Casework, as well as external consultants, including the Learning Partner, managers and advisers at partner organisations.

Compass is Asylum Aid's Advisor Development Programme of training, supervision and peer support for immigration advisers working in advice deserts across England and Wales. It is funded by the Justice Together Initiative. More information about the project can be found on our website [here](#).

The Migrant Justice Greater London (MJGL) project is a partnership between Asylum Aid, Refugee Action and Praxis, designed to deliver legal training and supervision to frontline organisations across London. It is funded by the Greater London Authority.

Equal opportunities

The Helen Bamber 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 underrepresented groups and those with lived experience of the UK immigration system.

Key responsibilities

Legal Administrator (approximately 4 days a week)

- To manage incoming and outgoing legal post in line with Asylum Aid's procedures
- To post, email or arrange the dispatch of legal correspondence to clients, the Home Office, court or tribunal, counsel etc
- To receive and make telephone calls relating to casework activity, as well as covering the receptionist function in answering general incoming calls
- To manage the legal enquiries email inbox, triaging emails as appropriate
- To manage the team calendar and oversee key dates system
- To schedule and book appointments for clients, including the booking of interpreters or other experts where necessary
- To ensure all Legal Aid Agency monitoring information and other related information on cases such as disbursements and payment of invoices is recorded timely and accurately

- To assist with the preparation of electronic documents for the Home Office, court or tribunal
- To organise and maintain Asylum Aid's legal archive, case filing system, legal library, and other documents
- To attend legal team meetings
- To assist Asylum Aid's Billing Coordinator/caseworkers with preparation of files for billing where necessary
- To assist with general office administration, including administering petty cash
- To supervise the work of the Legal Administration Volunteer(s)
- To assist the Director in the administration of the Refugee Legal Group (RLG), which is a Google based group hosted by Asylum Aid

Training Programme Coordinator (approximately 1 day a week)

- To provide general administrative support for the Compass and MJGL programmes
- To monitor project timelines, plans, and budgets
- To organise in-person and remote training events, draft meeting agendas, take accurate minutes, coordinate travel for project participants, make and record project payments and provide logistical support for in-person events
- To assist in the promotion of the projects, including assisting with drafting external communications and social media, outreach to identify potential partner organisations, and supporting the recruitment of project participants
- To act as a central point of contact for multiple training projects, liaising with key stakeholders, including participant organisations, funders, the learning partner, and the clinical supervision provider
- To support the Learning Partner in monitoring and learning from the two projects, including facilitating learning opportunities with the partners and other organisations.

Required skills, abilities and experience

Essential:

- Excellent organisational skills and ability to effectively manage competing priorities to meet deadlines
- Excellent IT skills and, in particular, confidence in using Microsoft Office (Excel in particular) and Teams
- Strong communication skills and fluency in written and spoken English
- High degree of accuracy and attention to detail
- Ability to keep accurate and timely financial records on the case management system and participate in gathering data when required for monitoring and evaluation
- Punctual, reliable and self-motivated with a positive 'can-do' attitude
- Ability to work well as part of a busy team and form effective working relationships
- Ability to work on your own initiative
- Ability to respect and maintain client confidentiality at all times in line with Asylum Aid's confidentiality agreements and consent forms

- Experience of working in an administrative supporting role within a charity, ideally one which works with marginalised groups
- Understanding of and commitment to the aims, principles, policies, interests and well-being of Asylum Aid and to the protection of its integrity and reputation at all times.

Desirable:

- Experience of using legal case management systems
- Basic understanding of legal aid funding
- Basic understanding of the challenges facing people seeking asylum in the UK and of the UK asylum system
- Experience of working with asylum seekers or other groups which are marginalised or minoritised in the UK

How to apply

The first stage is to complete on our online application form on our website by **5pm on Wednesday 27 August 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 on **Thursday 4th September or Friday 5th September 2025**, followed by shortlisted candidates attending in-person interview week commencing **8th September 2025**. We may also ask you to complete a short written task ahead of/on the day.

At Asylum Aid 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, where practical.

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](#) to request support and Experts by Experience will confirm if they can match you with a mentor to support your application.

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.

For more information

For any queries, please call 020 7354 9631 or email advice@asylumaid.org.uk and direct your query to Michael White and Adam Milton.

In setting the salary regard has been had to average sector pay and the NCJ and NICVA paycales.