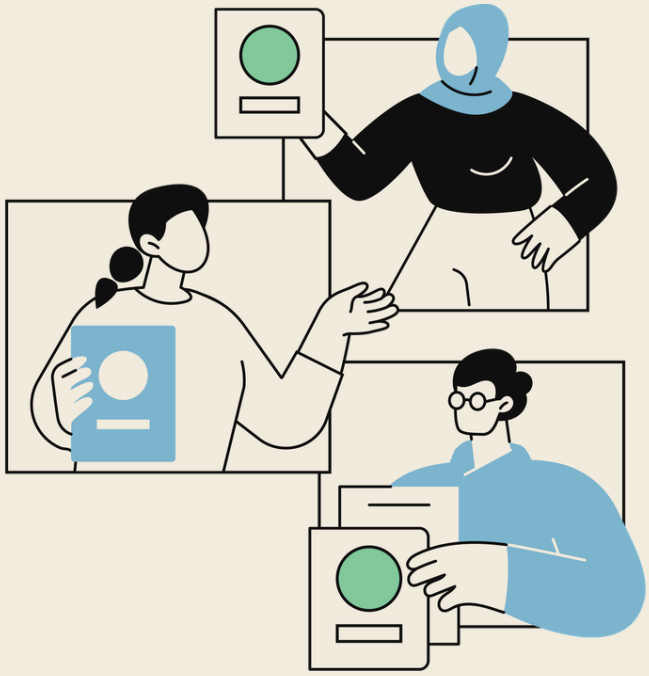
Refugee & Migrant Justice



Immigration Advisor Job Pack

rmjustice.org.uk

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MESSAGE FROM THE CEO

Welcome—and thank you for your interest in joining Refugee and Migrant Justice (RMJ).

At RMJ, we are driven by a clear purpose: to uphold and defend the rights of Refugees and Migrants. Every day, our work helps to ensure that people are able to get on with their lives. Government places too many unnecessary and unhelpful barriers in the way, our work helps to see people treated with dignity, fairness, and humanity. By considering a role with us, you are taking a step towards becoming part of a team that delivers practical support in helping people when the are in crisis, through our foodbank, that represents people to regularise their status and that challenges unfair laws through legal action and campaigning.

We are equally proud of the culture we have built. RMJ has been recognised through the Great Place to Work awards, winning a best organisation award and receiving recognition as a leading wellbeing organisation. The Great Place to Work Awards are based on the feedback of our staff on working for RMJ. We are also very proud of our role in training and helping people to progress in their career. We train excellent legal advisors who progress through the organisation and IAA and IAAS bands.

Central to our workplace culture is creating a diverse and inclusive working environment, that is anti-racist and anti-oppressive. RMJ benefits hugely from colleagues with a range of backgrounds, who enrich our work with valuable, different perspectives and experiences. We particularly welcome and encourage candidates with lived experience and those from BAME communities.

To encourage this diversity of thought and experience, we're open to people who would bring transferable skills to this role. Maybe you haven't walked a 'traditional' career path, but you've built the skills to do this role, and do it well. If you can demonstrate a clear commitment to our values and ethos, and a deep personal commitment to our vision, we'd love to hear from you.

I hope you feel inspired by our mission and our achievements, and I look forward to welcoming those of you who choose to continue this journey with us.

James Tullett
Chief Executive Officer
Refugee and Migrant Justice (RMJ)

Best Workplaces™ Small Organisations Great Place To Work. UK 2026

UK's Best Workplaces™ 2026 Award

ABOUT US

Refugee and Migrant Justice (RMJ) is one of the UK's largest charities providing immigration and asylum advice, dedicated to supporting refugees, asylum seekers, and vulnerable migrants to access justice and rebuild their lives.

As an IAA Level 3 accredited organisation, we represent clients at every stage of the immigration and asylum process, including appeals up to the Upper Tribunal of the Immigration and Asylum Chamber. Our work also extends beyond legal advice: we support individuals facing destitution to access housing, financial assistance, and other essential services to which they are entitled.

At RMJ, we are not only committed to delivering high-quality legal support—we are also working to change the system. Our team actively campaigns for a fairer and more humane immigration system. This means our caseworkers have opportunities to contribute to strategic litigation, policy engagement, and wider advocacy work that drives meaningful change.

We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of UK immigration policy and/or of rough sleeping. This includes individuals with direct experience or experience gained through supporting family members with the challenges posed by immigration and asylum practices- those who have been or could have been clients of RMJ.

We guarantee an interview to refugees, stateless people and others with lived experience of forced migration, as long as they meet at least 50% of the essential criteria.

If you are passionate about justice, human rights, and supporting some of the most vulnerable people in society, we would love to hear from you.

OUR VALUES

Independent

We answer only to Refugees and Migrants, our work serves their interests. We show independence by making decisions only for their benefit and have systems to ensure we are accountable.

Inclusive

We create spaces where everyone feels valued, and where every voice is heard. People with lived experience are experts in their own lives, and we are committed to ensuring employees, volunteers and people we work with are at the heart of the decisions we make.

Stronger Together

We believe the best impact is achieved together. By collaborating with other organisations, sharing learning, solutions, and data, we strengthen our sector and deliver lasting change.

Anti-Oppressive

We understand how anti-migrant policies and narratives intersect with class-based, racial, gendered and other forms of oppression. True equality before the law and access to justice can only be achieved by addressing systemic inequalities and structural barriers.

OUR BENEFITS & PERKS

Enhanced Annual Leave	Enjoy 28 days of annual leave, plus bank holidays and one additional gifted day — whether that's for your birthday or Christmas Eve.
Remote/ Hybrid Work	Your work-life balance matters. We offer flexitime, hybrid, and remote working options.
Your Wellbeing & Everyday Benefits	We offer a range of benefits to support wellbeing and everyday life, including our Cycle to Work scheme, Tech Scheme, Eye Care Vouchers and more.
Professional development and training	Access continuous learning opportunities, career development programs, and study leave for job-related qualif ications.
Enhanced maternity & paternity Leave	Benefit from enhanced maternity and paternity leave, supporting you during life's most important moments
Mental wellbeing support	We offer an Employee Assistance Programme (EAP) and access to reflective practice sessions to prioritise staff mental health.

And that's not all - you'll discover more benefits and rewards when you join our team.

ROLE OVERVIEW

The purpose of the role is to assist our clients with immigration legal advice and representation. The focus of this legal work is on non-legal aid funded matters, supporting people to preserve immigration status and for some become British Citizens. While the majority of the immigration advice and representation at RMJ is free for clients, this service we charge an affordable fee to help those who cannot find affordable and professional representation.

ROLE DETAILS

Relationships: The post holder will report to the Fee Charging Immigration Manager

Contract duration: 12 month fixed term

Hours of work: The role is primarily a full-time position, requiring 37.5 hours per week. However, for the right candidate, we may consider accommodating part-time working hours. Given the nature of RMJ's work, there may be instances where employees will need to exceed the standard hours. In such cases, compensatory time off can be arranged with the line manager.

Salary and Benefits:

Salary will be based on your level of accreditation

£37,000 for IAA level 3 and practising Solicitors
£35,000 for IAA level 2 and
£30,000 for IAA level 1 qualified candidate

Solicitors with less than 1-year experience will be paid at IAA level 1. IAAS level 2 qualified advisors (non-solicitors) may be considered for the role and would be at the IAA level 1 pay.

KEY RESPONSIBILITIES

Case management:

- Manage own caseload, working to advance the best interests of the client
- Adhere to standards set out by IAA/SRA and AQS to deliver high-quality advice
- Provide advice and representation up to IAA level 2/3.
- Engage with the Line Manager to create and follow a training plan to ensure compliance with IAA CPD, keeping up to date with changes in law, policy and guidance to ensure clients receive accurate and high-quality advice
- Liaise directly with the UKVI and related governmental agencies
- Complete forms, letters and immigration applications in line with deadlines
- Liaise with and refer clients to Legal Aid Solicitors or other advisers, as appropriate
- Manage clients' expectations by discussing deadlines, outcomes and timing
- Deliver legal advice outreach surgeries/drop in as and when required
- Progress cases in a timely manner in line with regulatory requirements
- Implement organisational priorities into day-to-day casework.
- Maintain client's files and records in line with file management procedures

General responsibilities:

- Seek to continuously improve in order that the Charity delivers the best possible service to beneficiaries
- Ensure that all of RMJ's Policies and Procedures are adhered to at all times
- Attend internal and external training as and when required
- Participate in regular supervisions and team meetings
- Working with the Head of Campaigning to raise awareness or further research in relation to the issues our client group face
- Attend the office on a regular basis (hybrid working)
- Act as a positive ambassador for the Charity at all times
- Working with volunteers when necessary
- Undertake any other duties that may be reasonably required

Flexibility:

- The post holder is expected to be responsive to RMJ's policies, priorities and the changing needs of the organisation and will be expected to adapt their workload as required.

PERSON

SPECIFICATION

Education/Qualifications:

IAA accredited. If IAA level 1, the candidate will be expected to initially work under supervision completing level 2 work and qualifying at level 2 within 6 months (training is provided and study leave is accommodated). Upon obtaining a higher level of accreditation, the candidate's salary will increase in line with RMJ pay scales.

Practising Solicitor with 1-year immigration experience.

IAAS level 2 caseworkers (non-solicitor) will be considered but if appointed must be prepared to work under supervision and qualify at IAA level 1 within 6 months (Training is provided and study leave is accommodated). Upon obtaining a higher level of IAA accreditation, the candidate's salary will increase in line with RMJ pay scales.

Experience/Knowledge:

- Experience in providing high-quality advice and representation to clients
- A good understanding of law and policy as it relates to immigration and asylum
- Experience in professional, independent, and impartial service delivery to the public
- Experience in maintaining a caseload of cases in line with IAA requirements in relation to the conduct of cases, file management and supervision
- Knowledge of and empathy with the backgrounds and experiences of asylum seekers and vulnerable migrants
- Experience in using client databases
- Experience working with interpreters supporting clients with complex matters

Skills:

- Ability to manage a caseload autonomously, prioritise workload and meet deadlines
- Ability to keep clients' file records in compliance with IAA standards
- Aptitude for grasping complex issues rapidly
- Ability to demonstrate good client-facing skills
- Strong IT skills including Microsoft Office
- Communicates effectively at all levels, both verbally and written
- Supportive team player

Personal attributes:

- Commitment to the aims and objectives of RMJ
- Positive, resilient, enthusiastic, and proactive approach
- Ability to demonstrate behaviour in keeping with RMJ's core values of Teamwork, Respect, Integrity and Fairness
- Ability to keep professional boundaries

Desirable:

- Lived experience of the impact of immigration policy and practice.
- Fluency in other languages
- Experience supporting and developing volunteers

HOW TO FIND US

Stratford Office

The People's Place
80-92 High Street
London
E15 2NE

We practice a hybrid working environment, with Stratford serving as our main place of work. We typically ask colleagues to spend around 40% of their working week in the office, with flexibility to work remotely for the remainder.

Transport links to Stratford

Underground & Train:

Stratford Station is the closest major hub, located a short walk away. It is served by the Jubilee and Central lines, the Elizabeth Line, DLR (Docklands Light Railway), and National Rail services.

Bus:

Several local bus routes stop near Stratford High Street, including lines 25, 108, 425, and D8.

Ilford Office *

Cardinal Heenan Centre
326 High Road
Ilford
IG1 1QP

**(Offers community support, foodbank services, and activities)*

Transport links to Ilford

Underground & Train:

Ilford Rail Station is the closest train link. It is roughly a 15-minute walk from the office. The Elizabeth Line provides frequent, direct services to and from Stratford, London Liverpool Street, and Romford

Bus:

A variety of local bus routes stop near the High Road and Ilford Station, including routes 25, 86, 123, 129, 147, 150, 167, 169, 179, 296, 396, 425, and EL1.

HOW TO APPLY

Only candidates who submit CV and a cover letter will be shortlisted. The cover letter must clearly outline their motivation for applying and demonstrate how they meet the essential criteria of the person specification. Candidates without the relevant legal qualification will not be considered. To apply, email your CV and cover letter to recruitment@RMJustice.org.uk

We understand that some applicants may choose to use tools such as CHATGPT or other AI platforms to help write their cover letter. We want to remind our applicants that if you are going to use these tools, it is important that your response genuinely reflects your own experience, your understanding of the role and your motivation to wanting to work with us. We have found that when applicants rely heavily on AI, cover letters can become generic and similar to one another.

Please note that we do not use AI at any stage of our shortlisting process. Applications are reviewed by our team, with a focus on your experience, skills and suitability for the role.

The closing date for applications is Sunday, 4th October 2026. Applications received after this date will be unlikely to be considered.

Interviews:
Shortlisted candidates will be interviewed via MS Teams during the week of 19th October 2026.

The interview process includes a 45-minute interview followed by a written exercise.