

# Job description

**Job title:** Immigration Service Manager

**Reports to:** Head of Advice

**Salary:** £45,000 plus benefits

**Contract:** permanent, full time

## About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including nearly 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

## Team context:

This role reports to the Head of Advice. There are 6 members of the team in total, including the Manager of the Immigration Service, one solicitor, three Immigration Advisors and an Immigration Administrator.

**Direct reports:** One solicitor, three Immigration Advisors and an Immigration Administrator

## About the role:

This is a key role in growing and developing our holistic advice offer for families and young people. You will lead a team of solicitors and immigration advisors to offer high quality representation. We are keen to continue to build partnerships across the advice sector and you will play a significant part in maintaining and developing our network to ensure we reach clients who need us the most.

We expect that you will be a manager of the service first and foremost, whilst maintaining a smaller caseload of clients. The centre is delighted to be recognised as a Centre of Excellence alongside maintaining our accreditations with the Office for Immigration Services Commissioner and the Specialist Quality Mark and the post holder will ensure that we maintain these standards. We hold a legal aid contract and you will be responsible for managing this effectively.

**Job description:**

**Support the development and delivery of the organisational strategy**

- Ensure the centre can reach and support more young people and their families
- Develop our systems and procedures to maximise effectiveness and alignment to the organisational strategy
- Supporting the Centre to evaluate and learn from and demonstrate our impact, particularly through developing our ability to record outcome data on InForm and other systems.
- Work closely with other service managers to ensure that the centre maximises our ability to provide holistic support to our clients.

**High quality service leadership**

- Lead a team of immigration advisors and solicitors to deliver successful outcomes in addressing clients' immigration status
- Ensure that the team receive adequate supervision in line with regulatory requirements and to protect team from burnout and vicarious trauma
- A strong commitment to safeguarding vulnerable people
- Maintain and develop organisational and personal standards in line with external accreditation requirements (OISC, Legal Aid Agency, SQM, Centre of Excellence)
- Raise target based income through Legal Aid Agency funding and liaising with colleagues across the centre for example the fundraising team.
- Maintain the centre's ability to represent clients at all stages of the process.

**External representation and networking**

- Lead relations with commissioners and contract managers, including Legal Aid Agency and trust funders (working closely with our fundraising department when required).
- Work with the Head of Advice to develop strong partnerships that are mutually beneficial to ensure that the Centre is able to reach clients most in need of our support
- Represent the Centre at network meetings to build and maintain an appropriate profile for the Centre across the immigration advice sector alongside our funders and supporters.

**Providing excellent immigration advice**

- Manage a small caseload of clients – this role is intended to be a manager first, and an advisor second, as a result, the expectation is that no more than 50% of time will be available for casework.
- Provide supervision to external solicitors as required – we currently have an agreement with The Passage for it to provide casework under our Legal Aid contract.
- Provide advice and assistance on a wide range of immigration, nationality and asylum issues.
- Prepare and make written representations to the relevant authorities.
- Conduct and present cases through all stages of immigration appeals up to the Immigration Appeal Tribunal, in accordance with the Immigration Group case criteria.

### **Person specification**

#### **Essential:**

1. Suitable legal qualifications; Solicitor qualification or OISC L3 and significant experience.
2. Strong leadership skills and experience to effectively supervise and lead the team of immigration advisors.
3. A proven track record of high-quality management of a service.
4. At least 5 years' experience in providing high quality immigration advice.
5. Accredited at IAAS supervisory level.
6. Knowledge of managing and working under a legal aid contract.
7. Experience of managing and maintaining the accreditation process of OISC, IAAS and SQM.
8. Experienced managing safeguarding of vulnerable clients and a strong commitment to the values and principles that keep people safe.
9. Strong networking and partnership skills to form strategic relationships with key stakeholders.
10. Ability to use evidence, insight and feedback to further develop the service and its impact for young people, children and their families.
11. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

#### **DESIRABLE:**

- Experience of working in a charity or organisation working with vulnerable people.
- General knowledge and awareness of the issues around youth and family homelessness.
- Knowledge of trauma informed approaches.
- Solicitor qualification.
- Line management experience.

**Our people - we believe each person matters:**

**Our clients**

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

**We value every person; this is central to our work**

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

**Our staff and volunteers**

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.