

# Job description

**Job title:** Immigration Administrator

**Reports to:** Manager of the Immigration Service

**Salary:** £29,000 per annum benefits

**Contract:** Fixed term contract until end of April 2025

## 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 Manager of the Immigration Service. There are 6 members of the team in total, including the Manager of the Immigration Service, four immigration advisors and an Immigration Administrator.

## About the role:

The centre offers a free legal service to those with immigration issues across London that are unable to afford private representation. This role involves working effectively as a member of the Centre and within the Immigration team to support the smooth running of our service. You will provide high quality support to a team of solicitors and immigration advisors to ensure that our clients receive strong representation to resolve their immigration status. The post will help coordinate our casework and also ensure that clients benefit from our wrap around support offer

across the centre. You'll be working face to face with clients at the centre, therefore the successful candidate will work from the office full time.

### **Job description:**

#### **1. Client welcome, communication and administration**

- Provide a positive and supportive welcome to all clients receiving support via the immigration service
- Conduct a regular telephone triage service to ensure that the centre is identifying the clients that are in most need of our support
- Be the first point of contact for key stakeholders, such as partner organisations, the home office and the courts.
- Answer client enquiries via telephone and email, coordinating with colleagues where necessary.
- Arranging appointments with the home office on behalf of clients.
- Arranging client appointments at the centre.

#### **2. Effective administration to support the smooth running of the team**

- Ensure that client records are kept up to date and documentation securely stored on our InForm Salesforce and SharePoint systems.
- Providing legal administrative support to caseworkers in the team.
- Liaise with lead case worker to help manage client's case include communicating with clients and booking follow up appointments
- Case file management including closing and archiving files.
- Organise and minute team meetings
- Receiving, recording and returning client documentation
- Dealing with incoming and outgoing post

#### **General:**

- Adhere to our policies and procedures.
- Commitment to safeguarding vulnerable people
- Carry out any other duties as may be reasonably requested.

### **Person specification**

#### **Essential:**

1. A strong commitment to the mission of the Centre and its values and behaviours. Candidates should be able to demonstrate how they will be able to model this in their work.
2. Experience in providing administrative support to a busy service team, ideally in a legal setting.
3. Experience in a public facing role providing first level responses to clients in person, via telephone and email.

4. Strong communication skills with the ability to adapt your approach to a wide range of people, for example those where English is not their first language.
5. Ability to deal with vulnerable and difficult clients effectively.
6. Confident in using technology to perform administrative tasks, including using Customer Relationship Management Systems (CRM). Ideally experienced using Salesforce and SharePoint.
7. Ability to effectively manage and prioritise a diverse workload to meet deadlines.
8. High attention to detail and the ability to take initiative.
9. Have an understanding of data protection, confidentiality, safeguarding, equal opportunities and professional boundaries.

**DESIRABLE:**

1. Experience of working in a charity or organisation working with vulnerable people
2. General knowledge and awareness of the issues around youth and family homelessness.
3. Experience of working in a charity or organisation working with vulnerable people.

**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.