

Job Title:	Legal Casework Manager
Responsible To:	Director
Location:	London (with some remote working)
Working Hours:	35 hours per week ¹
Remuneration:	£45,500

Main Purpose of Job

1. Manage the organisation's legal and advice services (up to and including OISC Level 3), ensuring that they are carried out effectively, compassionately and strategically
2. Supervise and support the organisation's casework team
3. Work with the Strategic Casework Lead to ensure that our casework service retains a clear strategic focus on systemic change

Specific responsibilities

Management of legal and advice services

1. Supervise TUP's casework service, ensuring it is compliant with the OISC regulatory framework
2. Ensure the quality and consistency of the casework service and its operation in line with TUP's wider values, aims and objectives. This involves overseeing the whole casework pipeline from point of referral to case closure:
 - a. Maintaining oversight of our client care processes
 - b. Overseeing the initial triage process to ensure that the overall caseload allows the service to operate at a manageable and effective capacity
 - c. Supervising and supporting the casework team to ensure that we give excellent legal advice, support and training

¹ Working hours may be negotiable

- d. Reviewing applications and advice letters prepared by colleagues as needed
3. Have personal conduct of a limited caseload of complex Change of Conditions work
4. Provide decision making on complex issues arising from our casework
5. Work with the team to develop TUP's resources and protocols
6. Oversee monitoring and evaluation of the casework service and provide casework reports for the Director and Board of Trustees, attending meetings as required
7. Act as Designated Safeguarding Lead for TUP and ensure the safety of all applicants

Supervision and support for the casework team

1. Oversee recruitment of casework staff in collaboration with the Director and Board
2. Maintain direct supervision responsibility for casework staff, including running regular supervision sessions, annual appraisals and developing appropriate work-plans
3. Lead weekly casework team meetings and actively participate in team meetings
4. Work with the casework team to ensure that everyone receives excellent, relevant training and development opportunities
5. Manage relationships with contractors and other external legal advisors who support the casework service
6. Demonstrate ability to work effectively and collaboratively with colleagues and participate in a team
7. Build and maintain relationships with the TUP volunteer team, including by being present at Tuesday casework sessions

Strategic focus on systemic change

1. Work with the Strategic Casework Lead to set the strategic direction of TUP's casework, with the aim of bringing about systemic change through litigation and other approaches
2. Maintain up to date knowledge of relevant developments in law, policy and Home Office practice and share this with the casework team so that our service remains responsive

3. Work with legal aid firms and the Strategic Casework Lead to initiate and support strategic litigation where relevant
4. Ensure that TUP collaborates and shares experience with relevant external organisations

Organisation and values

1. Actively contribute to organisational strategy and development, in collaboration with the wider team and with oversight from the Director and the board
2. Promote a culture of partnership working with applicants, including by actively seeking their feedback and using that feedback to improve our service
3. Challenge inequality and discrimination (which both enable the NRPF policy and are exacerbated by it) where you see it
4. Uphold organisational values and follow all organisational policies and procedures
5. Be proactive concerning personal development and wellbeing. Prioritise a healthy work-life balance, reflect actively on work done, and seek to improve on self-identified weaknesses

The above is not an exhaustive list of duties. You may need to perform different tasks as necessitated by your changing role within the organisation and overall organisational objectives.

PERSON SPECIFICATION

Criteria	Requirement	Assessed at
<i>Qualifications and experience</i>		
Accredited immigration advisor - OISC Level 3/equivalent; or OISC Level 2/equivalent and willing to work towards Level 3 with the support of TUP; or solicitor	Essential	Application
At least five years' experience of delivering immigration	Essential	Application

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advice and casework at any level		and Interview
Experience of working with and communicating with vulnerable clients	Essential	Application and Interview
At least three years' experience of line management	Desirable	Application and Interview
Lived experience of the impact of 'no recourse to public funds' and the Change of Conditions application process*	Desirable	Application
<i>Legal knowledge and skills</i>		
In-depth knowledge and experience of immigration law, policy and practice	Essential	Application and Interview
A comprehensive understanding of all relevant regulatory and quality standards, in particular the OISC Code of Standards.	Essential	Application and Interview
Ability to manage an advice service, providing high quality, professional support to clients	Essential	Interview
High level of spoken and written English, excellent legal drafting skills and an ability to formulate complex written arguments	Essential	Application and Interview
Professional experience relating to 'no recourse to public funds' and the Change of Conditions application	Desirable	Application
Understanding and experience of public law and strategic litigation	Desirable	Application and Interview
Thorough and reflective understanding of child and adult safeguarding practice	Desirable	Interview
Prior experience working as a safeguarding lead	Desirable	Application
Experience and aptitude using various IT software including Google Workplace and Lamplight	Desirable	Application
Ability to speak a community language	Desirable	Application
<i>Managerial skills</i>		
Ability to manage, motivate and support a diverse team	Essential	Application and Interview

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Ability to set priorities and training needs for the team	Essential	Interview
Ability to maintain and develop collaborative working relationships with colleagues and external partners	Essential	Interview
Experience of managing budgets	Desirable	Application
<i>Personal qualities</i>		
A good understanding of, and demonstrable commitment to, the work, aims and principles of TUP - including a commitment to pursuing change through policy work, advocacy and other forms of engagement	Essential	Application and Interview
Demonstrable interpersonal skills and ability to support others with patience and empathy	Essential	Application and Interview
Ability to draw boundaries and be aware of own emotional wellbeing when working with applicants experiencing stress	Essential	Interview
Adaptive and reflective, able to think strategically and explore new ways of working	Desirable	Interview

The successful candidate must have the right to work in the UK and will be required to obtain an enhanced DBS certificate. A criminal record is not necessarily a barrier to recruitment but should be disclosed on application.

*The Unity Project welcomes applicants who have experienced the immigration system firsthand, including having been through the Change of Conditions application process. We recognise that you may not wish to disclose this information in your cover letter and we want to emphasise that you are under no obligation to do so. At interview stage, we will not ask direct questions about your lived experience, however you will be welcome to include it in your answers. If you have any questions about this or need additional support with the application process for any reason, please contact recruitment@unity-project.org.uk