



www.medicaljustice.org.uk

Candidate Pack: Office Manager

This information pack contains the following:

1. Overview of the Office Manager role
2. Background Information on Medical Justice
3. Job Description
4. Person Specification
5. How to Apply
7. Recruitment Timeline

Job Title	Office Manager
Salary	£33,000 per year With cost-of-living increases (if relevant) three times a year plus an annual increase of £500 for 5 years and 5% pension contribution.
Reports to	Head of Operations
Job purpose	To provide comprehensive operational, administrative, IT and financial support to ensure the smooth and efficient functioning of Medical Justice. The role acts as a central coordination point supporting staff, volunteer clinicians and external stakeholders whilst maintaining compliance, accurate records and effective systems.
Working hours	Full time (37.5 hours per week). Flexible working patterns can be considered. Occasional evening or weekend work may be required, with TOIL provided.
Office	North London, near Finsbury Park Flexibility for remote working two days a week following a successful probationary period.
Contract type	Permanent

Terms & Benefits	28 days per annum holiday, plus statutory bank holidays (up to 4 days are reserved for office closure between Christmas and New Year) 2 wellbeing days annually Enhanced sick pay from day one Enhanced parental leave Access to one-to-one counselling sessions and group reflective sessions with a psychologist Cycle to work scheme Weekly staff lunch
-----------------------------	--

About Medical Justice

Medical Justice works to uphold the health and associated legal rights of people in immigration detention and provides medical evidence of the devastating health harms of detention so that they are understood and acted on.

Medical Justice was formed in 2005 following the hunger strike of a Zimbabwean man detained in Harmondsworth Immigration Removal Centre (IRC). Despite being too weak to walk, staff at the IRC refused to arrange for him to be taken to hospital. A visitor to the centre contacted an independent doctor who visited the man in Harmondsworth, undertook an assessment and provided him with a medico-legal report (MLR). Only after the High Court issued an order was the man released to hospital, on the verge of organ failure, handcuffed, on day 28 of his hunger strike. After he recovered, he and others who had been detained, the doctor, and activists came together for a campaign meeting. The group called itself Medical Justice.

We began to send more doctors into IRCs, and in 2006, we negotiated a Home Office protocol which formalised the right of those detained to have access to independent doctors. We became a registered charity in 2009.

We now have 19 members of staff and more than 75 active volunteer clinicians and interpreters. Medical Justice handles over 500 referrals for people in detention each year. We join the British Medical Association's call for immigration detention to be phased out, and we secure lasting systemic change through targeted policy, research, parliamentary work and strategic litigation.

The medical evidence generated through our casework and visits by independent clinicians is audited and summarised in our research reports on the harm caused by immigration detention. Our last audit showed that 90% of clients we provided an MLR

for were released from detention. Medical Justice’s research forms the basis of our briefings and submissions to alert key stakeholders, such as the Home Office, NHS England, medical professional bodies, and parliamentarians to ongoing issues and trends.

What people say about us:

- *“What Medical Justice did was absolutely remarkable. They sent two specialists to see me in Harmondsworth and they did the most amazingly thorough job documenting all my scars. Then I got my medico-legal report which was over 40 pages long. They did thorough, professional work – there is nothing more that they could have done and ultimately this work got me out of detention.”* – Medical Justice client
- *“[Medical Justice] has strong characteristics and a highly respected reputation. It is regarded as principled, expert and evidence-based, tenacious in its casework and policy work, fierce and ferocious when needed and brave in the way it speaks truth to power.”* – fellow NGO
- *“Medical Justice has an outsized impact for its size – it is highly effective and the team is absolutely terrific, which is all the more impressive in the difficult political context.”* – Medical Justice funder

Purpose of the role

This role sits at the heart of Medical Justice, ensuring the organisation runs smoothly and effectively. You will be the first point of contact for anyone calling Medical Justice and play an important role in supporting clients, their family members and volunteers. You will provide essential operational, administrative, financial and IT support that enables our staff, clinicians and volunteers to deliver impactful casework, undertake clinical assessments and provide MLRs, and advocate for systemic change.

Working across all areas of the organisation, you will play a key role in connecting people, systems and processes, helping us respond efficiently and compassionately. You will support the coordination of clinician visits, manage essential organisational systems and contribute to the accurate recording and reporting of our work.

There will always be opportunities to learn and grow in this role. We are looking for someone who is passionate about supporting the team to challenge the health harms associated with immigration detention, and who is eager to play a key role in developing new initiatives, strengthening the organisation, and driving greater efficiency for the whole team.

Key responsibilities

Organisation and Office Support

1. Provide day-to-day office management, including booking meeting rooms, drafting minutes, managing post, ordering stationery and handling confidential waste.
2. Support organisational compliance requirements (e.g. Companies House, Charity Commission, ICO).
3. Act as the main contact for the landlord, insurers, and external suppliers.
4. Manage shared inboxes to ensure enquiries are routed promptly.
5. Maintain records of staff annual leave, sickness, expenses, and DBS certifications.
6. Support recruitment processes and coordinate onboarding of new staff.
7. Build and send external communications to the Medical Justice mailing list (usually via Mailchimp) and posting on Medical Justice social media channels (X, Bluesky and LinkedIn currently).
8. Maintain and develop the Medical Justice website, including hosting and domain management.
9. Improve organisational efficiency through system automation and digitisation where needed.
10. Ensure compliance with GDPR and data protection standards, including responding to subject access requests.

IT

1. Maintain IT systems (primarily Microsoft-based) and support staff with accessing these systems.
2. Liaise with our external IT provider to resolve issues.
3. Manage IT equipment inventory, allocation, and repairs.

Finance

1. Maintain oversight of all Medical Justice bank accounts.
2. Record income and expenditure using Xero.
3. Issue quotes and raise invoices (including for MLRs) and monitor timely payments.

4. Process payments including invoices and staff or volunteer expenses.
5. Maintain accurate financial records and filing systems.
6. Manage donations, banking, and Gift Aid administration.
7. Provide financial information as requested by the Director.
8. Liaise with Medical Justice's external accountants on payroll, pensions, and together with the Director on annual accounts.
9. Manage petty cash.

Casework and Clinician Support

1. Coordinate clinician visits to IRCs, including scheduling, organising interpreters, and troubleshooting during the visit.
2. Monitor and report any access issues with IRCs.
3. Provide support to the casework team, including managing initial calls from potential clients or their representatives.
4. Request client records, track progress of the requests, store in a compliant way and update internal systems.
5. Support volunteer recruitment and compliance checks.
6. Organise staff and volunteer training sessions (venues, materials, speakers, logistics).
7. Support clinicians with indemnity and certification administration.

Statistics and Reporting

1. Produce performance statistics and contribute to quarterly and annual reports.
2. Support reporting processes with the Director and external accountant.

Phone and Enquiries

1. Act as the first point of contact for telephone enquiries to Medical Justice, taking calls from solicitors, clients, their family and friends, volunteers and other relevant parties.
2. Answer and route calls appropriately and manage voicemail inbox.

General Responsibilities

1. Maintain strict confidentiality at all times.
2. Promote equality, diversity, and anti-discriminatory practice.

3. Comply with all organisational policies and procedures.
4. Work flexibly across teams and undertake additional duties as required.
5. Participate in performance reviews and organisational development.
6. Ensure accurate record-keeping in line with organisational standards.
7. Undertake any other reasonable duties consistent with the scope and level of the role

Person Specification

Essential Criteria

- Proven experience in an administrative, operations, or office management role, ideally within in a small NGO or human rights organisation.
- Strong organisational skills with the ability to manage multiple tasks and prioritise effectively to meet deadlines.
- Experience maintaining accurate records and systems, with excellent attention to detail.
- Experience supporting financial administration, such as raising and processing invoices, expenses, or using accounting software (e.g. Xero or equivalent).
- IT proficient (Microsoft 365), with confidence in setting up laptops, troubleshooting and liaising with external IT support as needed.
- Confident using digital systems and tools such as CRM systems.
- Good written and verbal communication skills with an ability to liaise professionally with a range of stakeholders including external suppliers and service providers and dedicated volunteers. As well as communicating with empathy and compassion with our clients.
- Understanding of data protection principles (e.g. GDPR) and experience handling confidential information.
- Ability to work independently as well as collaboratively within a small team in a challenging environment.
- Familiarity with compliance requirements (e.g. Charity Commission, Companies House, ICO).
- Experience supporting recruitment, onboarding or volunteer coordination.
- A strong commitment to equality, diversity and anti-discriminatory practice, and a passion for human rights.

- The right to work in the UK.

Desirable Criteria

- Lived experience of immigration detention, hostile immigration systems and/or forced displacement.
- Understanding of issues related to immigration detention or working with vulnerable individuals.
- Experience managing and updating websites and digital communications, including using CMS platforms (e.g. WordPress), email marketing tools (e.g. Mailchimp), and managing hosting and domain services.
- Experience contributing to reporting, data analysis, or producing statistics.
- Experience delivering events such as training days and coordinating agendas, attendees and managing technology for hybrid events.

How to apply:

Please complete an application form and send both this and your CV recruitment@medicaljustice.org.uk.

Application forms can be downloaded from our website: [Vacancy | Office Manager - Medical Justice](#). The application form asks you to submit details of your professional experience and to respond to questions which showcase your ability and experience to carry out this role.

If you have any difficulties accessing the form or any questions about the role, please contact recruitment@medicaljustice.org.uk.

Applications for this role will close on Thursday 2 July at 23:30. We are unable to accept any late or incomplete applications.

We operate an anonymous shortlisting process. Prior to shortlisting, your name and personal details will be redacted, and the shortlisting panel will not have access to these details.

Unfortunately, we are unable to provide feedback to applicants who are not shortlisted for this role.

Information sessions

We offer informal online information sessions, through Microsoft Teams, about Medical Justice and its work, as well as an opportunity to ask questions about the role before the application deadline.

The sessions will take place on:

- **Thursday 11 June at 12:30** and
- **Tuesday 23 June at 13:00.**

Please note that you will not be expected to appear on camera and do not need to use your full name during this session.

To confirm a place on one of the sessions or if you have any questions about this role, please email recruitment@medicaljustice.org.uk.

Value of lived experience

Medical Justice is committed to improving the representation of people with lived experience at all levels in the organisation. We recognise that some potential candidates who bring the voice and lived experience that we need may have had less opportunity to develop a track record in these roles. We are keen to look beyond the traditional review of your qualifications and work experience to what relevant knowledge and skills you may have acquired through your life experience.

We welcome and encourage applications from refugees and other migrants, and from people with lived experience of detention, which could include detention in another country, or in the UK (immigration detention in an IRC or prison or being placed in institutional asylum accommodation such as military barracks). Whilst the fact that your lived experience will be of relevance, there will be no expectation that you talk about your personal experiences.

We are a member of the Experts by Experience Employment Network (EBE) led by individuals with lived experience of the asylum system. We warmly encourage applicants with lived experience to make use of the guidance and resources available on the [EBE website](#).

References

We will ask for the names and contact details of at least two recent professional (workplace or academic) referees prior to making any offer of employment. We recognise that it may sometimes be difficult for refugees, those who have been in the criminal justice system or been out of formal employment for an extended period to provide these kinds of references, and we are therefore happy to discuss individual circumstances with candidates in this position if they are selected for an interview.

Equal Opportunities

Medical Justice is committed to operating as an equal opportunities organisation. We recognise the potential barriers to employment posed by race and ethnicity, disability, nationality, gender or gender identity, age, sexual orientation, religion or belief, and pregnancy or parenthood, and work to ensure that our recruitment policy takes them into consideration. Medical Justice will seek to make reasonable adjustments to the

physical office environment to overcome barriers to employment caused by disability and encourages applications from candidates with disabilities.

AI Use

We recognise that many people now use AI tools in their daily lives. While we would like to hear, in your own words, how you meet the person specification and about your previous experience, we understand that some applicants may use AI to help format their answers. Please do not use AI to generate the content of your application. If you choose to use it for formatting purposes, we ask that you let us know.

Recruitment timeline

The recruitment process and timeline will be:

- Thursday 11 June at 12:30 – 13:30: Information session one
- Tuesday 23 June at 13:00 – 14:00: Information session two
- Thursday 2 July: Applications will close at 23:30 (UK Time)
- Monday 13 July: Applicants will be notified if they have been shortlisted
- w/c 20 July 2026: Interviews will take place in-person at Medical Justice's office.

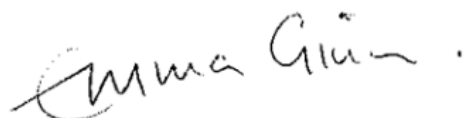
Medical Justice pays for reasonable travel expenses within the UK to and from the in-person interview.

We will endeavour to follow the above process and timetable as closely as possible but there may be changes in circumstances which mean we are not able to do so. We will advise applicants of any changes to the timetable and process.

There will be a small interview panel drawn from our staff and Trustee board. We will provide further information about panellists to shortlisted candidates ahead of interviews taking place.

If you have any questions about the application or the role, please email recruitment@medicaljustice.org.uk Thank you for your interest in working for Medical Justice, and I look forward to seeing your application.

Yours sincerely,



Emma Ginn, Director