

Application Pack



**We Are Hiring
an Outreach
Support Officer!**



Message From Our CEO

Dear Applicant,

Thank you for your interest in joining New Citizens Gateway (NCG). As CEO of this dynamic and deeply values-driven organisation, I am proud to lead a team that is dedicated to supporting refugees, asylum seekers, and vulnerable migrants as they navigate the complex journey of rebuilding their lives in the UK. Our work is grounded in the belief that every individual has the right to safety, dignity, and the opportunity to thrive.



NCG has been at the heart of community support for over 20 years, delivering a wide range of holistic services – from mental health and well-being support to legal advice, housing assistance, education and youth empowerment. To find out more, please visit our most recent [annual report](#). Our work is guided by compassion, integrity, and a deep understanding of the lived experiences of those we support.

This is an exciting time to join us. As we expand our services and advocate for systemic change, we are looking for people who are creative, resilient, and passionate about making a real difference. If this sounds like you, we look forward to hearing from you and learning more about the strengths and perspective you can bring to the NCG team.

Dr. Nazee Akbari MBE

Chief Executive Officer

About New Citizens' Gateway



NCG is an independent registered charity working in partnership with individuals and agencies to improve the quality of life and promote the physical, social and mental well-being of refugees and people seeking asylum who live, work or study in the UK. We help to reduce health inequalities, social and economic exclusion and enabling positive integration and personal independence.

Vision, Mission and Values

Vision

All refugees to be welcomed, safe, respected, and resettled.

Mission

New Citizens' Gateway provides holistic support and services which enables inclusion of those seeking and getting protection in England and Wales and to access their full potential as equal participants in UK life.



Values

- Inclusive

We believe in equal voice, equal opportunity, equal rights, and fairness for everyone. Being client-led and culturally sensitive is core to being inclusive.

- Respectful

We treat everyone with kindness, empathy, openness and honesty. Active listening is the first step. This includes how we engage with clients, staff, volunteers and everyone we engage with. It is part of our professionalism.

- Collaborative

We believe in partnership. Working together results in better plans, decision-making and solutions. We work together internally and externally with other stakeholders for the best possible outcomes for our clients.

- Empowering

We believe in enabling people to solve their difficulties and give them more participation in the solution and hence develop the skills, experience and confidence to solve future problems.



History & Where We Are Now



Barnet Refugee Service (BRS) is a charitable organisation formed by the merging of two projects;

The Refugee Health Access Project and Homeless Action in Barnet, and The Asylum Seekers Project in 2005, and has been an independent charity since. In 2021, BRS adopted a new working name, New Citizens' Gateway (NCG). The name of the charitable company remains as Barnet Refugee Service.

Today, NCG supports **over 5000** clients a year with the provision of a "holistic" service aimed at supporting the whole person. These services include general and immigration advice, health advice, integration support, youth support, social support and education of the public.

At present, NCG operates with 16 staff who work both full time and part-time. We are further supported by over 116 volunteers of which about 80 have been active in the last year. NCG has grown significantly over the last 5 years fuelled substantially by multi-year funding from the government and charitable trusts. Our current funders include Barnet Council, The City Bridge Trust, NHS Barnet, Children in Need, Mercers Company, the John Lyons Charity and many more.

Over this 5 years of growing service levels, NCG has expanded the variety and capacity of services provided. We have significantly expanded our mental health support services and our youth services. In 2020, when the UK went into a series of lockdowns and restrictions on movement, NCG rapidly adopted new online working methods so that we could continue to support the refugees and asylum seekers.

Now having emerged from pandemic restrictions, we are proud to be providing a blended in-person and online service, focused on the best interests of our clients. NCG prides itself on the holistic service we provide that aims to address in each case the whole person with a comprehensive solution for each person's needs.

Our Ambitions

In the next 5 years, we plan the following focus areas:

1. For NCG to be more client-led.
2. To further develop our holistic model of support.
3. Establish NCG as one of the most trusted organisations in youth work.
4. To work in collaboration with other agencies to influence government policies and public narratives for improvement in protection of refugees and those people seeking asylum.

What We Do

We encourage positive independence, resettlement and integration through the provision of direct services, volunteering, and awareness raising around the needs of refugees/asylum seekers.

We ensure a safe, friendly environment for all our clients and are uniquely positioned to meet their needs which we identify through comprehensive needs assessment, monitoring and evaluation of our work throughout many years' service delivery.

NCG is the only organisation in North London offering a research-based 'integrated holistic model' approach which ensures that we can meet the multiplicity of a client's needs.

This service is directly accessible to all refugees and asylum seekers irrespective of country of origin or religion and is both flexible and independent. We support over 5000 refugees and asylum seekers each year through various activities.



NCG Activities



NCG provides a range of services focused on supporting refugees and asylum seekers to recover from their often traumatic experiences and start rebuilding their lives in the UK.



Our Holistic Approach to serving refugees and asylum seekers recognises that these people's issues must be treated in the context of the whole person. We consider the many factors affecting a refugee or asylum seeker including knowledge of the UK, language skills, financial resources, social factors, physical and mental health, and levels of confidence rather than just the immediate issue being presented. We also recognise the option or necessity at times to refer to external services.

An Introduction to NCG:
[youtube link](#)

We engage with our clients using a blended approach with the best interests of our clients at its heart. We provide in-person services as our default approach, but we retain and continue to develop those online and digital skills and services that best service our clients.

Covering Letter



Dear Applicant,

Re: Outreach Support Officer

Thank you for your interest in this post, and we enclose the following:

- Guidance Notes
- Job Description and Person Specification
- Equal Opportunities Statement
- Equal Opportunities Monitoring Form
- Application Form

Please do read the Guidance Notes. These are relevant in terms of the information we require on the application form. In accordance with our equal opportunities policy, we shortlist candidates on the extent to which they meet the criteria set out in the person specification. Kindly ensure that you address these criteria when completing your application and give evidence which will demonstrate to the panel that you have the skill, knowledge, and experience required.

Please return the completed application form (CVs will not be accepted) to the undersigned at New Citizens' Gateway by post to the Chief Executive Officer, New Citizens' Gateway, 9th Floor, Hyde House, The Hyde, London NW9 6LH, or by email to admin@ncgateway.org.uk. Please also note that the closing date for applications is **15th November 2026**. Interviews will take place at NCG's offices on **20th November 2026**, so **PLEASE KEEP THIS DAY FREE**.

Candidates are also invited to complete the Monitoring Form attached to the application. This will be detached from the application before shortlisting and will be used solely for the purposes of monitoring the recruitment process.

As we are a registered charity with scarce resources, we will only reply to those candidates we shortlist. We do appreciate the time and effort candidates spend completing their applications and would like to thank you again for the interest you have shown.

Yours faithfully,

Dr. Nazee Akbari MBE
Chief Executive Officer

Guidance Notes



General Information:

Thank you for your interest in this vacancy. You will find enclosed with these notes a job application form, job description and person specification. The information you provide in your application is the only information we will use in deciding whether or not you will be short-listed for an interview. Your application form is therefore very important, and the following advice is designed to help you to complete it as effectively as possible.

Job Description and Person Specification:

The vacancy advertised is based on the job description, which lists the main duties of the post. The person specification describes the skills, experience and qualifications we are looking for. Please read these documents carefully so that you know what the job involves and the range of expertise required.

Application Form:

The covering letter will state by what date and to whom you should return your completed job application. Remember to keep a copy for reference.

Decisions about who will be selected for an interview will be based on the information you give in your application form. Therefore, application forms should be filled in as completely and clearly as possible so that we may consider all the candidates on the same basis. Please do not substitute a CV for your application form. The important thing is to tell us about your relevant skills, knowledge and experience to do the job.

Any additional information which you wish to provide should be limited to NO MORE THAN TWO SIDES OF A4 PAPER. Please ensure that you complete all sections of the form and that the information, dates, details, etc., are correct, and that you use dark ink (black shows up best when photocopied).

As this post involves work with children/young people and vulnerable adults, we ask for two references, one of whom should be familiar with your previous work with refugees and asylum seekers.

Short-listing and Interview:

Short-listing will be based on the skills and experience you show. After the closing date, the application forms will be carefully considered to see how each person's skills and experience relate to the job requirements.

Applicants who meet these requirements will be short-listed and invited for interview. Short-listed candidates may be asked to complete a task as part of the selection process. The interview panel will normally be made up of 2 to 4 people who will be asking similar questions of each candidate, covering key aspects of the job. The questions are intended to allow the candidate to expand on his/her application and to show the panel how far the requirements of the post are met. During the interview the candidate will have an opportunity to ask questions about the job, conditions of employment, etc. The panel will keep a record of their assessment of each candidate so that the reasons for their decision are clear, consistent, and justifiable. Candidates should therefore not be worried about the panel making notes during the interview.

Outreach Support Officer Job Description



POSITION: Outreach Support Officer

SALARY: NJC Scale 4 SCP 7 £27,274 - £29071 pa plus 6% pension

RESPONSIBLE TO: Outreach & Advice Team Manager

BASED AT: Hyde House, The Hyde, London NW9 6LH or other venues across LB Barnet

TERMS: 1 year Fixed Contract - Full-Time (36 hours per week)

Purpose of Job

- To work directly with individual asylum seekers and their families to assess and identify their needs
- To make sure asylum seekers have all the relevant documents, such as ARC, Bail 201 and HC2
- To explain to the newly arrived asylum seekers the asylum support system, their entitlements and how to access them.
- To provide effective and practical support to asylum seekers, assisting them with issues around accommodation, education, English language classes, legal representation and physical/mental health
- To help asylum seekers register with the GP and dentist
- To liaise closely with the NCG advisers to register the asylum-seeking children in school
- To assist asylum seekers in finding English language classes
- To act as a contact with the Healthcare Professionals and other relevant agencies for asylum seekers with additional support needs.
- To help asylum seekers access quality legal advice and representation

Main Tasks

- Provide outreach support at outreach surgeries in local contingency asylum hotels.
- To support and work closely with the advisers
- To liaise with different service providers to meet the specific needs of individual asylum seekers
- To keep proper records of contact with users and provide regular statistical reports on the work of the project
- To attend regular supervisory sessions with the Senior Client Adviser and provide verbal/written reports on the service, as appropriate.
- To attend regular supervisory sessions with the Advice Team Manager for the purpose of file reviews
- To undertake training relevant to the job to stay up to date with issues relevant to providing a good service for refugee communities.
- To undertake any other appropriate duties relevant to the post, as directed from time to time by the Senior Refugee Adviser.



Person Specification

E - Denotes an essential skill, ability or experience.

D - Denotes a desirable skill, ability or experience.

Experience of:

- Working with refugee or asylum-seeking communities (E)
- Providing information and support to refugee or asylum-seeking communities. (E)
- Devising good systems of record keeping of clients' details (E)
- Producing statistical reports on a monthly and quarterly basis (E)
- Working with volunteers (D)
- Working in an accredited advice agency (D)

Knowledge of:

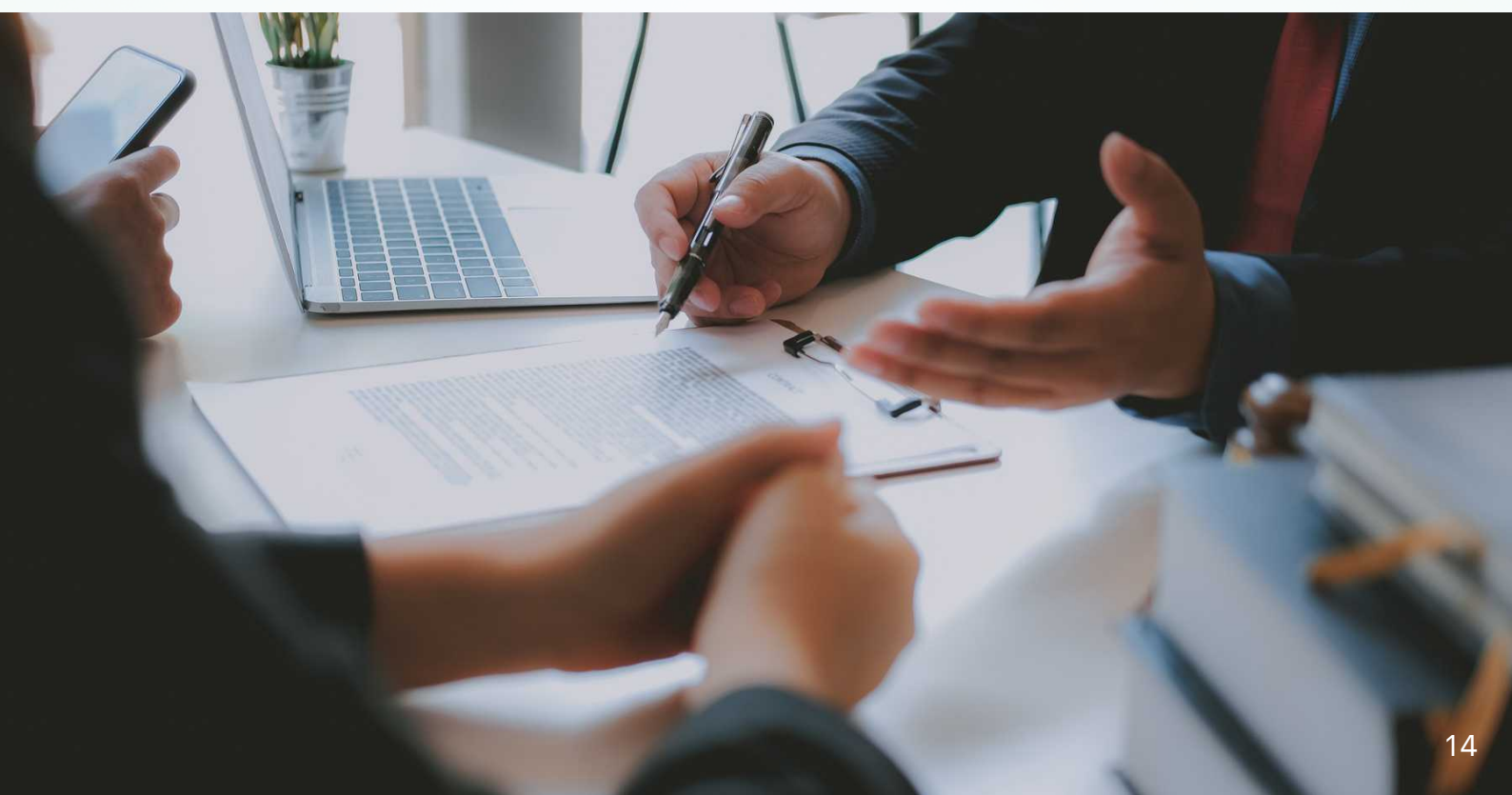
- The National Asylum Support Service (NASS) (E)
- Entitlement of asylum seekers and understanding of the difficulties faced by newly arrived asylum seekers and their needs (E)
- The difficulties asylum seekers and refugees have in accessing services in the UK and the role refugee community organisations, agencies, and the wider voluntary sector have in addressing these(E)
- The structure and responsibilities of Local Authorities, Social Services and Health Authorities (E)
- Current local and national developments in relation to refugees and asylum seekers. (E)

Ability to:

- Be a strong team player (E)
- Work with a range of people (E)
- Work on own with minimum supervision, plan workloads and organise varied projects and activities (E)
- Computer literacy in a variety of packages (E)
- Speak refugee community languages (D)
- Produce user-friendly information (D)

Possess:

- Organisational and communication skills, including presenting written and oral reports (E)
- Strong negotiation skills (E)
- A commitment to equal opportunities (E)
- A commitment to teamwork (E)
- Positive attitude, ability to empathise and to demonstrate political neutrality in dealing with clients (E)
- Clean driving licence. (D)



Equal Opportunities Statement

The Policy Statement NCG celebrates our society as diverse in race, culture, faith, creed, sexuality, abilities, gender and age. It is committed to challenging oppression and prejudice and will promote diversity and full access to opportunity in all areas of its work. In accordance with the NCG Equal Opportunities Policy, no job applicant, employee, volunteer, trustee, individual, or organisation to whom we provide services will receive less favourable treatment on the grounds of:

- Race, colour, ethnic or national origin
- Creed or religion
- Gender, sexuality, marital status or responsibility for dependents.
- Age, social class, income level, appearance, employment status or geographical area.
- Physical disability, mental ill health, HIV Status/AIDS.
- Political beliefs.
- Unrelated criminal record.

Who It Affects?

The NCG Equal Opportunities Policy applies to members of the Board of Trustees, Staff, Volunteers, and Users of Services. Our Equal Opportunities Policy should be embodied in our Mission Statement.

Responsibility under The Policy

It is the overall responsibility of the CEO and the Board of Trustees to ensure that the Equal Opportunities Policy is properly implemented. The Board of Trustees has responsibility for ensuring that the necessary monitoring, record keeping, training and reviews are properly established and maintained with particular reference to the Race Relations Act 1976, the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, as well as the guidance and advice of the Commission for Racial Equality and the Equal Opportunities Commission.

Trustees, every member of staff and volunteers have the responsibility to act in accordance with the Policy and to be aware of his/her obligations under the relevant Acts. This will be identified in the summary and terms of conditions of employment.

To Apply:

Request an application pack at admin@ncgateway.org.uk.

The application closing date is 15th November 2026.

**Interviews will take place at the NCG office on 20th November 2026,
so PLEASE KEEP THIS DAY FREE.**



*Thank
you!*