

Legal and Support Services Assistant   
(July 2022)

Rainbow Migration, the leading UK charity dedicated to supporting LGBTQI+ people through the asylum and immigration system, is recruiting for a Legal and Support Services Assistant to act as a first point of contact for the charity and assist the legal and support services.

Rainbow Migration has been supporting LGBTQI+ people through the asylum and immigration system and campaigning for their rights since 1993. We now have an opportunity for a Legal and Support Services Assistant who will help ensure smooth delivery and monitoring of our services. You will be the first point of contact for new service users and play a key role in providing the information they need and allocating to the relevant services.

This role will receive full training and support as required to deliver your responsibilities:

* Provide admin support for the legal and support services teams
* Answer calls and emails
* Make appointments for service users or signpost them to other organisations
* Organise monthly legal advice sessions
* Input data onto our Salesforce database
* Write minutes for legal and support service team meetings
* Assist with running events (e.g. Christmas party)
* Assist with preparations for training and presentations.

Rainbow Migration’s vision is a world where there is equality, dignity, respect and safety for all people in the expression of their sexual orientation or gender identity. Our values are:

* Safety: We believe everyone should be safe from persecution and safe to be themselves. We strive to create a safe workplace culture, and we place importance on the wellbeing of everyone involved with Rainbow Migration.
* Integrity: We are thorough and honest in everything we do, and we take responsibility for our actions. We want to be accountable to our communities and those who support us.
* Belonging: We welcome and include all LGBTQI+ people, and we celebrate and value their range of experience in terms of gender, religion, race, age, disability status and class. We try to remove obstacles to participation, champion equality and promote a sense of family or home through our services.
* Respect: We believe that every person is equal and deserves the same level of courtesy, care, and attention. We respect the rights, wishes and feelings of our service users, and campaign for their rights to be respected as they go through the asylum and immigration system.

At Rainbow Migration, we don’t just accept difference – we celebrate it, we support it, and we thrive on it. We’re proud to be an equal opportunity employer and we value diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, gender identity sexual orientation, age, marital status, or disability status – simple, we consider all qualified applicants, consistent with any legal requirements.

We welcome applications from candidates with lived experience of going through the UK asylum or immigration system or who have been subject to immigration control, and also people of colour who are currently underrepresented among our staff. We offer a guaranteed interview scheme for anyone considered as disabled under the Equality Act 2010 if they meet the necessary criteria in the person specification.

Owing to the nature of the work, the successful applicant the successful applicant will be required at the point of conditional job offer to disclose all unspent criminal records and subsequently to undergo a basic DBS check. See our website for more information.

Contract type:Permanent

Hours:Full-time (35 hours per week). Working part-time or job-sharing will be considered. Occasional work in the evenings and at weekends may be required but with plenty of notice. Rainbow Migration encourages staff to maintain a good work life balance and has a TOIL system in place.

Salary:Starting at £21,101 with potential annual step increases up to £22,385 (pro rata if working part time), plus statutory employer’s pension contribution. In addition to an annual step increase, the trustees consider giving a separate inflationary increase every April.

Location:Rainbow Migration’s offices are based in Borough, Central London, and this role would normally be office-based. At the time of posting this advert, all Rainbow Migration staff are working from home due to Covid-19. A mix of working at home and/or the office is likely for the foreseeable future. You must be available to work from our offices in London when face-to-face service delivery resumes, from which time there might also be occasional travel outside London with plenty of notice.

Salary:25 days per year rising after 24 months by 1 day after each year of service to maximum of 28 days per year (pro rata if working part-time).

How to apply:

Closing date: 10 am, Thursday 14 July

Interview dates: TBC

Pleaseread the job description and person specification. If you have any questions about the role or would like to find out more before applying, then you can contact the line manager via [recruitment@rainbowmigration.org.uk](mailto:recruitment@rainbowmigration.org.uk).

Please email your CV, covering statement, and optional monitoring form to [recruitment@rainbowmigration.org.uk](mailto:recruitment@rainbowmigration.org.uk). When writing your covering statement, pleasegive examples of how you meet the person specification. In addition to what is on your CV, we want to hear about any relevant skills and experience that demonstrate you meet the necessary criteria for the role, and if you meet any of the advantageous criteria. Skills and experience could be from training, volunteering, interests or life experience. Please make your statement no longer than two A4 pages.

Please also confirm in your statement if you wished to be considered under the guaranteed interview scheme for anyone considered as disabled under the Equality Act 2010 (physical or mental impairment that has a ‘substantial’ and ‘long-term’ effect on your ability to do normal daily activities).

Please also state how many hours you wish to work.

By submitting an application, you:

1. Confirm that you have the right to work in the UK and will produce the necessary documentation if you are offered this post.
2. Declare that to the best of your knowledge and belief, the information provided with your application is true and correct and that you understand that any false information or statement given will justify the dismissal from Rainbow Migration if appointed.
3. Accept that, if successful, you will be required to disclose all unspent criminal records at the point of conditional job and subsequently to undergo a basic DBS (Disclosure and Barring Service) check.

Privacy Notice: Your privacy and data protection

In order to recruit and manage staff, Rainbow Migration needs to store personal information (data) about all applicants. Rainbow Migration is registered as a “controller of personal data” under the Data Protection Act 2018 with the Information Commissioner. By applying for this role, you agree that we will keep the information on your CV and covering statement. Monitoring information is kept separately and is pseudonymised to avoid identification of applicants. Monitoring information is amalgamated for statistical purposes and the original data then destroyed. Rainbow Migration keeps all personal information safely and securely, and does not share your information with anyone outside Rainbow Migration or any other organisation without your consent. Information is kept for the minimum period necessary which for CVs and covering statements for unsuccessful applicants is 12 months after the conclusion of the recruitment campaign.

Legal and Support Services Assistant:   
Job Description

Purpose

The Legal and Support Services Assistant will support the delivery of Rainbow Migration’s services to help achieve two of our strategic goals:

1. LGBTQI+ people who need protection are granted leave to remain
2. Optimum wellbeing and no isolation among LGBTQI+ asylum seekers and refugees

Responsibilities

* Answer calls and emails to the office and prioritise queries for responses from other staff
* Provide accurate information to service users on our services and signpost to other organisations
* Use Rainbow Migration’s Salesforce database to update records and produce reports
* Handle petty cash to reimburse service user and volunteer expenses
* Respond to subject access / data requests
* Make appointments for service users
* Monitor and upload responses to service user surveys to our database
* Write minutes for service team meetings

Events

* Assist with organising monthly legal advice sessions, including coordinating the volunteer lawyers and ensuring that the advice given is recorded on our systems
* Helping to plan and run events for both staff and service users (e.g. Christmas party)

Other

* Support other Rainbow Migration staff as and when required
* Comply with all Rainbow Migration policies
* Undertake other reasonable tasks as requested

## Reporting

# The Legal and Support Services Assistant will report to the Legal and Policy Director.

Legal and Support Services Assistant  
Person Specification

Experience can be gained from a variety of places: paid or voluntary work, training, general interest, and life experience. Support and training will be offered in post.

Necessary skills and experience

1. Ability to communicate with vulnerable people or those in severe distress
2. Ability to inform people when a service can’t be provided to them
3. Experience of office administration
4. Excellent attention to detail

Advantageous skills and experience

1. Experience with databases of personal details
2. Experience of organising events
3. Ability to carry out basic calculations and handle petty cash
4. Knowledge of another language spoken by Rainbow Migration service users e.g. Albanian, Arabic, Bengali, Farsi, French, Kurdish, Mandarin, Portuguese, Pashto or Urdu
5. First-hand experience the asylum decision-making process or support system
6. Awareness of self-care techniques

Essential core competencies expected of all Rainbow Migration staff

1. Committed to Rainbow Migration’s mission, vision and values
2. Good English verbal and written communication skills
3. Ability to work independently while understanding the importance of seeking guidance and support when required
4. Ability to plan and prioritise work and meet deadlines
5. Ability to work collaboratively within a small, multidisciplinary team
6. Ability to work occasionally outside regular office hours
7. Ability to work with people from diverse backgrounds
8. Ability to use standard workplace software programmes including Microsoft Word, Excel and PowerPoint

Owing to the nature of the work, the successful applicant will be required at the point of conditional job offer to disclose all unspent criminal records and subsequently to undergo a basic DBS check.