



Legal and Support Services Assistant (November 2023)

Rainbow Migration, the longest-running 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 teams.

We are looking for a Legal and Support Services Assistant to help ensure smooth delivery and monitoring of our services. You will be the first point of contact for new queries and play a key role in providing the information needed and allocating to the relevant services.

This role will receive full training and support as required to deliver your responsibilities, which include the following:

- 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 legal advice sessions for asylum and partnership service users
- Input data onto our Salesforce database
- Write minutes for legal and support service team meetings
- Assist with organising and running events (e.g. Pride, service user Christmas party)
- Assist with preparations for training and presentations

Rainbow Migration's vision is that LGBTQI+ people can settle in the UK and lead fulfilling lives. 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 £22,789 with potential annual step increases up to £25,648 (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. This role will have an office-based contract but the postholder can choose to work from home for part of the week in agreement with their line manager and Executive Director. You must be available to work from our offices in London when necessary. The successful candidate would also be welcome to work from the office full-time if that is their preference. At the time of posting this advert, none of our staff are going into the office every day. There might also be occasional travel outside London with plenty of notice. Please contact us if you have any questions.

Annual leave: 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).

Wellbeing: We offer up to 2 days of wellbeing leave to be taken at short notice in each calendar year. One-to-one clinical supervision is also available for this role.

How to apply:

Closing date: 10 am, 28 November 2023

Interview dates: TBC in December

Please read 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.

Please send:

1. Your CV
2. A written statement (max 1,000 words), video or audio recording (max 8 minutes)
3. Optional: a completed monitoring form

to recruitment@rainbowmigration.org.uk.

In your statement, please:

1. Give 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
2. Confirm if you wish 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)
3. State how many hours a week you wish to work and if you have a preferred pattern, or if you are applying as part of a job-share

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

We are proud to be a member of the Experts by Experience Employment Network, which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system. As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience.

If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can ask for an independent and confidential support for your job application from the [Experts by Experience Employment](#)

[Network](#). Please complete [this form](#) to request support and they will confirm if they can match you with a mentor to support your application.

Privacy notice

If you apply for this role the information you provide will be processed according to Rainbow Migration's [privacy policy](#). Rainbow Migration will not share your information with any third parties unless part of the recruitment process or are legally required to do so. By applying, you are permitting Rainbow Migration to access and use the information for recruitment purposes. Rainbow Migration will store your data for 12 months after the conclusion of the recruitment campaign.

Monitoring information is kept separately and is pseudonymised to avoid identification of applicants, is amalgamated for statistical purposes and the original data is then deleted after 6 months.

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 impact goals:

1. LGBTQI+ people who need protection are granted leave to remain
2. Optimal wellbeing and no isolation among LGBTQI+ people who are seeking asylum or have refugee status

Responsibilities

Service delivery

- 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 expenses
- Respond to subject access / data requests
- Make appointments for service users
- Monitor and upload responses to service user surveys to our database
- Work with our interpreting provider to ensure legal and support services teams can communicate with service users
- Write minutes for meetings
- Assist with organising legal advice sessions, including coordinating the volunteer lawyers and ensuring that the advice given is recorded on our systems
- Provide continuous logistical support to the support and legal services teams
- Helping to plan and run events for both staff and service users (e.g. Pride, the service user Christmas party, support groups and advice sessions)

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 be line managed by the Support Services Manager.

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. We are happy to hear about relevant experience you have gained from another field and why you think it is transferable to this role. 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
5. Ability to carry out basic calculations and handle petty cash

Advantageous skills and experience

1. Experience with databases of personal details
2. Experience of organising events
3. Knowledge of another language spoken by Rainbow Migration service users e.g. Albanian, Arabic, Bengali, Farsi, French, Kurdish, Mandarin, Portuguese, Pashto or Urdu
4. First-hand experience of the asylum decision-making process or support system
5. 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 with plenty of notice
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. See our [website](#) for more information.