

Praxis Community Projects

Job Description

Job Title: Advice Team Manager (Interim)

Responsible to: Head of Services

Hours: 35 hours per week

Status: up to 6 months

Salary: Between £35,958 to £38,916 pa (NJC 37-40) (inclusive of London Weighting for London based post). Subject to experience and qualification.

Holiday entitlement: 25 days plus statutory holidays (pro rata).

Job purpose:

The post holder will manage a vibrant service providing specialist immigration and welfare advice, casework and support to migrants and refugees including undocumented migrants, families with No Recourse to Public Funds and street homeless migrants.

We are looking for an enthusiastic manager to lead our team of specialist advisors and volunteers through a transitional period, while we consider how best to develop our advice management structure long-term. During this period the organisation will also transition to a newly commissioned database, so experience working with electronic case management systems will be essential.

You must have a successful track record in leading and motivating teams, managing grant projects and contracts, and contributing towards funding applications related to advice services. OISC accreditation (up to L2 or equivalent) or equivalent substantial experience of delivering and supervising advice & casework in a relevant specialist area of law or policy is essential.

For more information about this position, please contact Maria Iglesias on 07535 168799.

To apply, please send your CV and a personal statement addressing the 8 first points of the Person Specification Maria.Iglesias@praxis.org.uk (further requirements will be assessed at interview). Due to the urgency of this appointment we will be assessing applications as they come in with the aim of appointing by mid-October. If you are interested, please do get in touch as soon as possible!

Staff reporting to this post:

Advice staff (currently 5 FTE post; 2 0.5FTE plus volunteers).

Key responsibilities:

- Day-to-day team & line management and supervision of advice staff team
- Day-to-day operational management & smooth running of frontline advice services, including staffing of weekly drop-ins, immigration advice slots, phone & email advice, outreach, referrals etc.
- Ensuring adequate training & supervision of advice volunteers
- Appraisals and training plans for advice staff (jointly with Casework Manager).
- Manage project delivery & project budgets, monitoring & reporting on all current projects & targets.
- Database – working with relevant staff to develop & customise new client management database in line with our casework needs
- Input to fundraising to develop advice capacity beyond March 2018
- Bi-monthly project performance reporting & other internal and external reporting as required
- Compliance with internal and external quality standards

Person Specification (Please address this in your statement)

(E) – Essential

(D)- Desirable

1. **A relevant qualification in one of the following disciplines: advice giving (NVQ IAG level 3), law, gender or migration studies or related field (E)**
2. **OISC L2/SRA L1 or equivalent substantial experience of delivering advice & casework to a high standard (E)**
3. **Experience of managing advice & casework, including immigration casework up to L2 or equivalent in another specialist area of relevant law or policy (E)**
4. **Experience of managing and motivating a team, including line management & regular supervision (E)**
5. **Experience of managing grant projects and contracts and regularly monitoring and reporting to funders (E)**
6. **Experience of working with electronic case management systems (E)**
7. **Experience of partnership working (E)**
8. **Experience contributing to funding applications related to advice services (E)**

Plus any/all of these general requirements (these will be addressed at interview)

9. Considerable experience of working in the voluntary or community sector (E)
10. Good up-to-date working knowledge of the immigration system, of access to justice and of access to services for migrants in the UK (E)
11. Good up-to-date working knowledge of housing and homelessness and welfare benefits legislation, policy & services (D)
12. Good up-to-date working knowledge of family law issues (D)
13. Good understanding of NRPF and destitution issues (D)
14. Good general knowledge of issues faced by refugees and migrants (E)
15. Good awareness of gender & LGBTI issues (D)
16. Ability to problem solve and manage conflict (E)
17. Ability to plan and organise own work and meet deadlines (E)
18. Ability to relate well and communicate clearly and respectfully with a diverse group of people (E)
19. Excellent spoken and written English (E)
20. Commitment to working with vulnerable migrant and refugee clients (E)
21. Commitment to working in an inter-cultural environment (E)
22. Commitment to Praxis aims, values and ethos (E)
23. Commitment to maintaining client confidentiality & delivering a high quality professional service (E)