



Job Role	
Job Title	EU Settlement Paralegal
Reports To	EU Settlement Project Manager
Location	Royal Courts of Justice
Hours	35 hours per week
Salary	£29,005
Term	12-month fixed term, with possible extension

Role Context
<p>We are an exceptional Citizens Advice Service delivering national legal advice services, both front line and second tier, to people unable to afford legal representation and advice. We are based within the Royal Courts of Justice, the Central London Family Court and in sites across Islington where we deliver the local Citizens Advice Service.</p> <p>This post is to work within our specialist immigration advice service delivering a dedicated telephone line for advisers and clients from Local Citizens Advice with EU Settlement queries. You will be accredited to level 2 OISC and will have previous experience of delivering information and advice over the phone.</p>

Role Purpose
<ul style="list-style-type: none">a) You will act as a specialist resource on immigration law in relation to EU settlement to advisers working across the Citizens Advice networkb) Provide specialist immigration advice to local citizens advice offices, to be passed onto the clientc) Using your specialist knowledge, identify if the query is above level OISC 1, taking appropriate steps to ensure client is advised appropriately, or refer them to OISC 3 colleaguesd) In line with project requirements, support clients with queries at OISC level 2, or above.

Main Duties and Responsibilities

Immigration Law Advice, Research and Campaigning Work:

- Provide advice, information and support directly to advisers across the Citizens Advice network, who are OISC level 1
- For those queries above OISC level 1, engage with the client directly via referral into the service, ensuring appropriately advised
- To deliver volumes of work to targets
- To analyse information and ensure advice delivered is appropriate and within agreed deadlines
- To develop and maintain administrative systems for case recording, regular review of cases, monitoring of workload, information retrieval and statistical recording of caseload as specified by relevant purchasers
- To maintain and keep up to date clear and understandable case sheets, records, files and statistics
- To monitor advice enquiries for administration and research and campaigning purposes

Performance, Personal Management and Administration:

- To work flexibly to provide adequate cover for all aspects of the service
- To take ownership for monitoring own workload
- To be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements; targets and outcomes; and reporting progress
- To actively engage in opportunities for learning and development at an individual and team level
- To comply with operational management systems of supervision, objectives, appraisal and induction
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

Service Development:

- To assist with the development of the service
- To liaise with internal and external stakeholders, as required
- Identify and feedback improvements to services and systems

Training:

- To ensure through reading, training and consultancy that your own level of knowledge around Immigration is up-to-date and that this information is disseminated
- To identify your own training needs in conjunction with line manager and be prepared to undertake appropriate training
- Deliver training, (internally and/ or externally), either through formal training sessions, or 'on the job' coaching to colleagues

General Duties

- To act at all times to uphold the good reputation of RCJ Advice
- To ensure service users' and professionals' experience of RCJ Advice is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users
- To commit to our behaviours:
- Commitment to Citizens Advice aims and principles
- Respect for each other - and other people
- Being a great team whilst being individually accountable
- Communication being focused
- Passion for health & safety and wellbeing
- To attend meetings at appointed times, maintain professional service user records and meet deadlines
- To work flexibly across the whole service, including providing late working cover/ support as required
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times
- To comply with all published RCJ Advice policies and procedures
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work
- To undertake any other tasks as directed by our leadership team.

Assessment Criteria	
All criteria are Essential unless otherwise indicated	A: Application - assessed at application stage
	I: Interview - assessed at assessment/ interview stage
Experience (through paid or voluntary work)	A / I
At least 2 years' experience of delivering immigration law advice and information	A/I
Experience of delivering advice over the phone (desirable)	A/I
Experience of flexible working according to business demand balancing multiple priorities	A/I
Experience of working within an advice and information organisation within the third/ charity sector (desirable)	A/I
Experience of accurately drafting qualitative and quantitative reports and complex applications and presenting work in a clear layout (desirable)	A/I
Experience of communicating effectively, both orally and in writing, with a wide range of audiences	A/I
Knowledge	
Understanding and awareness of the relationship between immigration and other areas of law	A/I
Demonstrable understanding of the changing landscape and the impact of EU residents	A/I
A thorough understanding of professional boundaries and the issues surrounding confidentiality	A/I
Qualifications and Training	
Accredited to at least OISC Level 2 at time of application	A/I
A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas	A/I
Skills and Abilities	
Ability to research, interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment	A/I
Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods	A/I
The ability and willingness to liaise with outside agencies, and build effective working relationships with stakeholders	A/I
Ability to contribute as a member of the staff team but also work on own initiative and without close supervision	A/I
Ability to monitor and maintain own standards	A/I

Ability to work on own initiative, prioritise own work, meet deadlines etc	A/I
Ability and willingness to assimilate new information and learn new skills quickly including information technology	A/I
Additional Factors	
Understand and support the Citizens Advice aims and principles as well as having an awareness of advice work issues and the importance of research and campaigning Work	A/I