

## **RAMFEL**

*The Refugee and Migrant Forum of Essex and London (RAMFEL) is one of the largest specialist immigration advice organisations in the UK. Having developed and expanded our casework capacity in the previous 5 years, we have decided strategically that the organisation now needs to campaign for more holistic changes to the UK's immigration system, to ensure that migrants are treated both more fairly and more humanely.*

*As part of this work, we aim for those with direct lived experience of the UK's immigration system to work with us closely to set the organisation's strategic direction and ensure we are advocating for change in ways that will most benefit those directly impacted. We are therefore establishing an experts by experience (EBE) task force, which will be led by people who have first-hand experience of the UK's immigration system.*

### **Job title – Coordinator of experts by experience task force**

*We are looking for a highly organised and passionate individual to coordinate the creation and facilitation of RAMFEL's EBE task-force. The role will be primarily based at our main office in Stratford, but may also require work from our second workspace in Ilford.*

*This role is a great opportunity for someone looking for their next challenge within the charity sector and who wishes to use their real-life experience of the immigration system to campaign for meaningful and lasting changes to the way migrants are treated in the UK.*

*Lived experience of the impact of immigration policy and practice is considered highly desirable for this position.*

**Salary and Benefits:** £27, 591 – £30,387 depending on qualifications and experience pro-rata

**Contract Duration:** Fixed term 1 year, with the possibility to extend depending on funding

**Working Hours:** 0.6 FTE (3 days a week, 22.5 hours)

**Pension scheme:** Employer contribution 6%

**Holiday entitlement:** 28 days' annual leave (pro rata and excluding bank holidays), childcare vouchers and cycle to work scheme available

**Location:** primarily RAMFEL's offices in Stratford.

### **Overview**

RAMFEL, is a not for profit organisation led by the needs of the individuals and communities we work with. Our focus is on providing immigration advice, destitution services, integration support and campaigning to improve the lives of refugees, asylum seekers and vulnerable migrants across London and Essex and campaigning for systemic change to ensure the UK's immigration system treats migrants more humanely.

This is a new role to assist the organisation in establishing an experts by experience task force.

### **How to apply**

Please send a copy of your CV and a cover letter detailing your skills and experience and explaining how you meet the person specification to [recruitment@ramfel.org.uk](mailto:recruitment@ramfel.org.uk). Please ensure that both documents are sent in PDF form.

### **Deadline for applications and start date**

The closing date for applications is Monday, 12 August 2022 at midnight. Applications received after this point are unlikely to be considered.

Interviews will be held in the week following.

We hope that the post holder will commence employment as soon as confirmed, and be in post in September.

## **Specific Responsibilities**

### **Developing our experts by experience work**

1. To work with the Head of Campaigns and other managers to develop our experts by experience (EBE) work
2. Develop systems for recruitment and retention of members of the EBE group
3. Develop policies and procedures for EBE group management and structuring
4. Coordinate members of our EBE group
5. Setting and developing the EBE group's strategic direction
6. Arrange and facilitate the EBE group's meetings
7. To attend EBE meetings and take minutes as required
8. To attend team meetings and take minutes as required
9. Arrange training and development work for the EBE group
10. Act as central point of contact for external partners, representing both RAMFEL and the EBE group
11. Setting up of resources for meetings where necessary
12. Any other ad-hoc duties

### **Financial Admin**

1. To develop systems and policies to ensure members of the EBE group are reimbursed for their attendance
2. Monitor and develop policies surrounding financing of the EBE group
3. Report to the office manager as required on financial procedures

### **Advocacy**

1. Represent the EBE group and RAMFEL at external events, including with prospective funders and official bodies
2. Prepare advocacy materials on the EBE group's work
3. Represent the EBE group at public forums (continued training and development will be provided by RAMFEL in this regard)
4. Support the EBE group to communicate through social media and the wider media in line with RAMFEL's campaign strategy and social media and media policy.

### **General responsibilities**

1. Seek to continuously improve in order that the Charity delivers the best possible service to beneficiaries
2. Ensure that all of RAMFEL's Policies and Procedures are adhered to at all times
3. Attend internal training and external training as and when required
4. Participate in regular supervisions and team meetings
5. Working with the Head of Campaigning to raise awareness in relation to the issues our client group face
6. Attend the office on a regular basis (hybrid working)
7. Act as a positive ambassador for the Charity at all times
8. Working with volunteers when necessary
9. Undertake any other duties that may be reasonably required

### **Flexibility**

The post holder is expected to be responsive to RAMFEL's policies, priorities and the changing needs of the organisation and will be expected to adapt the workload as required. He/she/they

may be expected to attend relevant meetings and briefings both within and outside the office, some of which may be outside normal office hours.

### **Management**

The Coordinator is accountable to the Ramfel Board through the Ramfel management structure. The Coordinator will usually be directed by the Head of Campaigns who will also act as a line manager.

### **Hours of work and leave**

The position is PART TIME (3 days, 22.5 hours). It is inevitable that due to the nature of RAMFEL's work the successful candidate will occasionally exceed this. When more hours are worked, time may be taken off in lieu by arrangement with other members of the Team and with the appropriate member of management.

## **Person specification**

### **Essential**

#### **Experience/knowledge**

1. Lived experience of the UK immigration system
2. Knowledge of and empathy with the backgrounds and experiences of asylum seekers and vulnerable migrants
3. Experience of using databases
4. Previous administrative/coordinating experience
5. Budgetary experience

#### **Skills**

1. Ability to manage time effectively, demonstrable organisation skills and ability to work to agreed objectives within specified deadlines
2. Ability to demonstrate good client facing skills
3. Strong IT skills including Microsoft Office
4. Communicates effectively at all levels, both verbally and written
5. Supportive team player

#### **Personal attributes**

1. Commitment to the aims and objectives of RAMFEL
2. Has a positive, resilient, enthusiastic and pro-active approach
3. Ability to demonstrate behaviour in keeping with RAMFEL's core values of Teamwork, Respect, Integrity and Fairness
4. Excellent understanding of confidentiality with strict professional boundaries and personal integrity

### **Desirable**

1. Accredited to practice immigration law with the Office of the Immigration Services Commissioner (OISC)
2. Fluency in other languages
3. Experience in the charity sector
4. Social media competency