



INFORMATION OFFICER: 4 days per week, Fixed Term Contract

The Immigration Law Practitioners' Association (ILPA) is seeking an Information Officer to improve all aspects of the way in which ILPA identifies, stores, organises, interrogates, retrieves and disseminates information. The Information Officer will implement improved ways of managing information, working with all staff and using ILPA's Salesforce database, website and associated databases.

We are looking for a capable individual with a passion for organising, tidying and sorting information, who can motivate and support others to manage information and can also roll their sleeves up and undertake major projects in organising ILPA's extensive archive and making it accessible. The right candidate will be committed to the rights of refugees and migrants and keen to join a small team in a friendly and varied working environment.

Fixed term contract for two years

Salary: Up to £33,000 per annum (pro rata, four days per week) depending on skills and experience. Possibility of support for candidates studying for an information management qualification.

Working Hours: Core hours, four days a week 9 to 5, some evening working. Applications for flexible working will be considered including timetabling around study for an information management qualification.

Start date: December 2011

Location: Clerkenwell, Central London

Applications on ILPA's standard form should be sent to Elizabeth.White@ilpa.org.uk no later than **12pm on Monday 24 October 2011**. **Interviews will be held on 1 and 2 November 2011**. Forms can be downloaded from our website, <http://www.ilpa.org.uk/jobs.php>

CVs will not be considered. Applications from individuals only – no agencies.

Immigration Law Practitioners' Association
Lindsey House, 40-42 Charterhouse Street, London, EC1M 6JN
Tel: 020 7251 8383 Fax: 020 7251 8384 www.ilpa.org.uk

Job Description

The identification, storage, organisation, interrogation, retrieval and dissemination of information relevant to the work of the Immigration Law Practitioners' Association.

To work with all staff to implement sustainable improvements in managing information, dealing with ILPA's hard copy and electronic archives and with incoming materials; the customer relationship management database, the database of resources sitting behind our website and the library database.

Main tasks

To upgrade ILPA's identification, storage, organisation, interrogation, retrieval and dissemination of information:

- Audit and evaluate ILPA's current working practices;
- Make recommendations for improvement;
- Work to implement these, with all staff;
- Create protocols and templates to assist staff in managing information and keep their use and effectiveness under review.

To support staff on a daily basis to manage ILPA's information:

- Devise systems for scanning external information sources ensuring that ILPA is subscribed to relevant updates and that information is going to the most relevant destination in the Secretariat;
- Respond to requests from members and others for documents and contacts and keep the information they are requesting under review, adapting systems accordingly;
- Ensure that information internal to the Secretariat is organised in ways that best supports the work of staff.

To develop ILPA's resources database and online resources:

- organise the resources database on the website and supporting folders;
- work with staff to upload new materials and ensure their correct labelling and description;
- write new descriptions for existing resources to assist in their identification and retrieval
- contribute to the sharing of information through the website and email lists
- build and develop banks of resources for specific pieces of work;
- augment the resources database with material held by ILPA in electronic format

To develop ILPA's Customer Relationships Management database:

Working under the supervision of the Membership and Training Coordinator:

- to assist in maintaining and developing adequate and up-to-date records of contacts including reviewing contact information held in the Secretariat and ensuring that this is added to the database;
- Build contact lists for specific projects and pieces of work and assist in servicing these;
- Ensure compliance with data protection laws and policies.

To convert ILPA's hard copy archive to electronic form

- Review information held in hard copy in the ILPA office, converting material that should be saved to electronic format and making this available including through the website where appropriate:
- Review information held in ILPA's offsite archive, converting material that should be saved to electronic format and making this available including through the website where appropriate.

To monitor and evaluate ILPA's use of its information

Working with the Membership and Training Coordinator, to interrogate website usage and the customer relationship management database to understand and report on how effectively ILPA is using its information, make recommendations for change and lead on implementing these.

To oversee ILPA's library

- Ensuring that library books are pertinent to ILPA's work
- Overseeing the library catalogue (an access database)

Person specification

Essential criteria

1. At least two years experience of developing, populating and interrogating customer relationship management (CRM) databases.
2. At least two years' experience of developing databases of resources for presentation on a website and of uploading and managing these online
3. Proven ability to support and enthuse others to improve information management
4. Experience of at least one of the following:
 - a. Work in a law firm, barristers chambers or other organisation providing legal representation
 - b. Work in the field of immigration and/or asylum.
5. Experience of project management with demonstrable success in bringing projects in on time and within budget.
6. Evidence of excellent communication skills; high standard of written English and ability to communicate without jargon.
7. Evidence of very high level of IT skills, including familiarity with Microsoft office packages.
8. Evidence of being flexible, well-organised, able to work to deadlines, prioritise and manage workload.
9. Evidence of excellent record-keeping skills, high degree of accuracy and attention to detail.
10. Flexibility to attend evening meetings with ILPA members and others and occasional travel.

Desirable

1. A degree or postgraduate qualification in information management accredited by the Chartered Institute of Library and Information Professionals;
2. A law degree or work in a law firm, barristers chambers or other organisation providing legal representation;
3. Work in the field of immigration and/or asylum;
4. Experience of working with salesforce customer relations management software
5. Previous experience of working in a small office;

About ILPA

The Immigration Law Practitioners Association (ILPA) is a membership association with 900-1000 members (individuals and organisations) the majority of whom are solicitors, barristers and advocates practising in immigration, asylum and nationality law. ILPA provides an extensive programme of training for members and others, disseminates information and carries out a large programme of influencing work with parliament, government and a wide range of organisations. There are six staff in our Clerkenwell Office, which is a busy place, the venue for some of our training sessions and for meetings.

The office is a short walk from Farringdon and Barbican and easily accessible on foot from Chancery Lane tube station, thus served by the Circle, District, Hammersmith and City and Central lines and by the First Capital Connect trains. In the course of 2012 it is expected to be served by Crossrail. It is situated in the heart of the lively Smithfields area.