



### **ILPA Office Administrator**

**Start date:** July 2019 – six months fixed term contract finishing end December 2019

**Location:** Clerkenwell, Central London

**Reports to:** Chief Executive

**Annual leave:** 15 days per annum (pro rata)

**Salary:** £20,000 to £24,000 FTE depending on skills and experience. Pension 5% of salary.

**Working Hours:** Part time – equivalent to 3 days a week (21 hours per week). Applications for further flexible working will be considered.

Please submit your CV, a supporting personal statement and a completed equal opportunities monitoring form. The personal statement should be no more than 2,000 words long and should tell us why you want this position and how you qualify for it with specific reference to each of the elements of the Person Specification detailed on the Job Description.

The CV, personal statement and completed equal opportunities form should be sent to [amira.rady@ilpa.org.uk](mailto:amira.rady@ilpa.org.uk) no later than **9am on Monday 8<sup>th</sup> July 2019**.

Interviews will be held on 16<sup>th</sup> or 17<sup>th</sup> July 2019.

Shortlisted candidates will be notified by 12<sup>th</sup> July 2019.

Applications from individuals only – no agencies.

## **About the Immigration Law Practitioners' Association**

The Immigration Law Practitioners' Association (ILPA) is a professional association the majority of whose members are barristers, solicitors, advocates and OISC regulated advisers practising in all aspects of immigration, asylum and nationality law. Academics, non-governmental organisations and individuals with a substantial interest in the law are also members.

Founded in 1984 by leading practitioners in the field, ILPA exists to promote and improve advice and representation in immigration, asylum and nationality law, through an extensive programme of training and disseminating information and by providing research and opinion that draw on the experiences of members. ILPA is represented on numerous Government, official and non-Governmental advisory groups and regularly provides evidence to parliamentary and official enquiries.

The Secretariat does not give advice to members of the public on individual cases but works closely with members to ensure that they are enabled to do their best for their clients. It runs ILPA's busy training programme and produces a wide range of information for members and non-members.

The objectives of ILPA are:

- To promote the advising and representation of immigrants
- To provide information to members and others on domestic and European immigration, asylum and nationality law
- To secure a non-racist, non-sexist, just and equitable system of immigration, asylum and nationality law practice

## **Purpose of the Role**

The purpose of the Office Administrator role is to undertake a range of administrative tasks in the ILPA office and to work collaboratively within a small team to deliver high quality resources, training and engagement with its members and key external partners. The Office Administrator will often be the first point of contact for ILPA members and the general public and will play a key role in responding effectively and managing membership engagement.

The post-holder will work closely with the ILPA Chief Executive, Membership Manager, Training Officer and Legal team to ensure that ILPA's charitable objectives are being met and that we are actively engaging with the needs of our members in the ever changing landscape of immigration law and practice.

## **Key Responsibilities**

Enquiries and communications:

- answer telephone enquiries regarding membership and training
- Responding to enquiries from the public regarding immigration advice and

signposting effectively

- Provide support for the ILPA working groups: dissemination of information to working group email groups; maintenance of working group website pages and members' calendar on website
- Manage correspondence by answering emails and sorting and distributing mail
- Manage ILPA job advertisements; deal with job advertisement enquiries, maintenance of job advertisement website page, invoice members and manage communications with job advertisement mailing list
- Manage ILPA's Info Service distribution list (members and non-members)

#### Membership:

- Provide administrative support in all areas of membership engagement – helping to ensure current members are aware of member benefits and engagement opportunities
- Process ILPA membership applications, liaise with applicants and referees, invoice accordingly through ILPA's Customer Relationship Management (CRM) Salesforce database and QuickBooks,
- Maintain and update member records and ensure information is recorded accurately on the CRM
- Assist in the monthly renewals process including invoicing and receiving money, promoting uptake of Direct Debit, encouraging renewal and take up of member benefits, reporting on lapsing members
- Provide administrative support in the development and delivery of ILPA membership networking and recruitment events
- Provide administrative support in membership recruitment activities

#### Training:

- General administrative support with the organisation and delivery of training, conferences and the ILPA AGM

#### General duties

- Other administrative tasks as requested by the Chief Executive and line manager
- Attending internal and external meetings and events as required
- Be willing to complete any internal and/or external training relating to the role

Please note that this is not an exhaustive list of responsibilities and the post-holder may be asked to undertake other tasks commensurate with the purpose of this role and responsibilities may be subject to change upon the requirements and priorities of ILPA.

**Person Specification**

## Essential Criteria:

- Proven ability of working within an office environment, preferably in an administrative role
- Excellent interpersonal, communication and relationship management skills and ability to communicate in a professional manner with ILPA members, external partners and the wider public
- Ability to work flexibly within a small team and manage a varied workload
- Excellent organisation and time management skills, including ability to prioritise tasks and use own initiative
- Excellent written and oral English
- Experience of working with Microsoft packages and CRM systems
- Methodical and well organised with a good attention to details
- Appreciation of, and commitment to, the aims and charitable objectives of the Immigration Law Practitioners' Association

## Desirable Criteria:

- Experience of working in a small charity
- Experience of working with mass communication systems
- Working knowledge of CRM databases including Salesforce
- Experience of financial administration including working knowledge of QuickBooks or similar
- Availability to work flexible hours, including some evenings and weekends where required
- To keep abreast of key developments in and maintain an awareness of immigration and asylum and human rights law and practice

**Benefits of employment:**

The ILPA Secretariat are encouraged to engage with ILPA activities and will have the opportunity to:

- Attend ILPA training and conferences free of charge (prior agreement is needed from Chief Executive/Line Manager)
- Attend ILPA thematic and regional working group meetings
- Attend ILPA seminars and member events (recent events have included White Paper consultations, Q&As with the Home Office and meetings on EU Exit)
- Attend ILPA networking events
- Access to ILPA resources and publications, including ILPA's monthly journal and online briefings