

Refugee & Migrant Justice



Immigration Advisor Job Pack



rmjustice.org.uk

About Us

Refugee and Migrant Justice (RMJ) is one of the UK's largest charities providing immigration and asylum advice, dedicated to supporting refugees, asylum seekers, and vulnerable migrants to access justice and rebuild their lives.

As an IAA Level 3 accredited organisation, we represent clients at every stage of the immigration and asylum process, including appeals up to the Upper Tribunal of the Immigration and Asylum Chamber. Our work also extends beyond legal advice: we support individuals facing destitution to access housing, financial assistance, and other essential services to which they are entitled.

At RMJ, we are not only committed to delivering high-quality legal support—we are also working to change the system. Our team actively campaigns for a fairer and more humane immigration system. This means our caseworkers have opportunities to contribute to strategic litigation, policy engagement, and wider advocacy work that drives meaningful change.

We are proud to have recently been recognised as a Great Place to Work, reflecting our commitment to building a positive, inclusive, and supportive workplace where our staff can thrive while making a real difference.

We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of UK immigration policy and/or of rough sleeping. This includes individuals with direct experience or experience gained through supporting family members with the challenges posed by immigration and asylum practices—those who have been or could have been clients of RMJ.

We guarantee an interview to refugees, stateless people and others with lived experience of forced migration, as long as they meet at least 50% of the essential criteria.

If you are passionate about justice, human rights, and supporting some of the most vulnerable people in society, we would love to hear from you.

Role Overview

The purpose of the role is to assist some of the most vulnerable people in our society with immigration legal advice and representation. The focus of the legal work is on non-legal aid funded matters, representing people who are homeless or at risk of homelessness and otherwise have no access to legal advice, to regularise their immigration status in the UK.

We are only considering applicants with relevant legal experience. Qualifications needed are IAA, IAAS or Solicitor with 1 year+ immigration experience.

Relationships: The post holder will report to the Rough Sleeping Casework Manager

Contract duration: 12 months fixed term

Hours of work: The role is primarily a full-time position, requiring 37.5 hours per week. However, for the right candidate, we may consider accommodating part-time working hours. Because of the nature of RMJ's work, there may be occasions where the job holder will be required to work beyond standard hours. In such cases, compensatory time off may be agreed with their line manager.

Salary and Benefits:

£37,000 for IAA level 3 and practising Solicitors

£35,000 for IAA level 2 and

£30,000 for IAA level 1 qualified candidate

Solicitors with less than 1-year experience will be paid at IAA level 1. IAAS level 2 qualified advisors (non-solicitors) may be considered for the role and would be at the IAA level 1 pay.

28 days annual leave plus statutory holidays and 6% pension contribution.

Other benefits: Cycle to work scheme, tech scheme, enhanced maternity and paternity leave, eye care vouchers, access to staff discounts and employee assistance program.

Place of work: The normal place of work will be at the People's Place 80-92 High Street, Stratford E15 2NE and occasionally the Ilford office (for drop in). Under our hybrid working arrangements, staff are currently expected to work from the office 40% of their weekly working time

Key Responsibilities

Case management

1. Manage own caseload, working to advance the best interests of the client
2. Adhere to standards set out by IAA/SRA
3. Provide advice and representation up to IAA level 2/3
4. Engage with the Line Manager to create and follow a training plan to ensure compliance with IAA CPD, keeping up to date with changes in law, policy and guidance to ensure clients receive accurate and high-quality advice
5. Liaise directly with the UKVI and related governmental agencies
6. Complete forms, letters and immigration applications
7. Liaise with and refer clients to Legal Aid Solicitors or other advisers, as appropriate
8. Manage clients' expectations by discussing deadlines, outcomes and timing
9. Deliver legal advice outreach surgeries/drop in as and when required
10. Progress cases in a timely manner in line with regulatory requirements
11. Implement organisational priorities into day-to-day casework.

Service monitoring

1. Ensure that any reporting and monitoring requirements agreed with funders are met in full
2. Maintain clients' files and records in line with file management procedures

General responsibilities

1. Seek to continuously improve in order that the Charity delivers the best possible service to beneficiaries
2. Ensure that all of RMJ's Policies and Procedures are adhered to at all times
3. Attend internal 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 or further research 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

Key Responsibilities

Flexibility

The post holder is expected to be responsive to RMJ's policies, priorities and the changing needs of the organisation and will be expected to adapt their workload as required.

Person Specification

Education/qualifications

- IAA accredited. If IAA level 1, the candidate will be expected to initially work under supervision completing level 2 work and qualifying at level 2 within 6 months (training is provided and study leave is accommodated). Upon obtaining a higher level of accreditation, the candidate's salary will increase in line with RMJ pay scales.
- Practising Solicitor with 1-year immigration experience.
- IAAS level 2 caseworkers (non-solicitor) will be considered but if appointed must be prepared to work under supervision and qualify at IAA level 1 within 6 months (Training is provided and study leave is accommodated). Upon obtaining a higher level of IAA accreditation, the candidate's salary will increase in line with RMJ pay scales.

Experience/knowledge

- Experience in providing high-quality advice and representation to clients
- A good understanding of law and policy as it relates to immigration and asylum
- Experience in professional, independent, and impartial service delivery to the public
- Experience in maintaining a caseload of cases in line with IAA requirements in relation to the conduct of cases, file management and supervision
- Knowledge of and empathy with the backgrounds and experiences of asylum seekers and vulnerable migrants
- Experience in using client databases
- Experience working with interpreters supporting clients with complex matters
- at all levels, both verbally and written
- Supportive team player

Person Specification

Skills

- Ability to manage a caseload autonomously, prioritise workload and meet deadlines
- Ability to keep clients' file records in compliance with IAA standards
- Aptitude for grasping complex issues rapidly
- Ability to demonstrate good client-facing skills
- Strong IT skills including Microsoft Office
- Communicates effectively

Personal attributes

- Commitment to the aims and objectives of RMJ
- Positive, resilient, enthusiastic, and proactive approach
- Ability to demonstrate behaviour in keeping with RMJ's core values of Teamwork, Respect, Integrity and Fairness
- Ability to keep professional boundaries

Desirable

- Lived experience of the impact of immigration policy and practice.
- Fluency in other languages
- Experience supporting and developing volunteers

How to Apply

Only candidates who submit CV and a cover letter will be shortlisted. The cover letter must clearly outline their motivation for applying and demonstrate how they meet the essential criteria of the person specification. Candidates without the relevant legal qualification will not be considered. To apply, email your CV and cover letter to recruitment@RMJustice.org.uk

We understand that some applicants may choose to use tools such as CHATGPT or other AI platforms to help write their cover letter. We want to remind our applicants that if you are going to use these tools, it is important that your response genuinely reflects your own experience, your understanding of the role and your motivation to wanting to work with us. We have found that when applicants rely heavily on AI, cover letters can become generic and similar to one another.

Please note that we do not use AI at any stage of our shortlisting process. Applications are reviewed by our team, with a focus on your experience, skills and suitability for the role.

The closing date for applications is Sunday, 31st May 2026. Applications received after this date will be unlikely to be considered.

Interviews: Shortlisted candidates will be interviewed via MS Teams during the week of 8th June 2026.

The selection process includes a 45-minute interview followed by a written exercise.

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