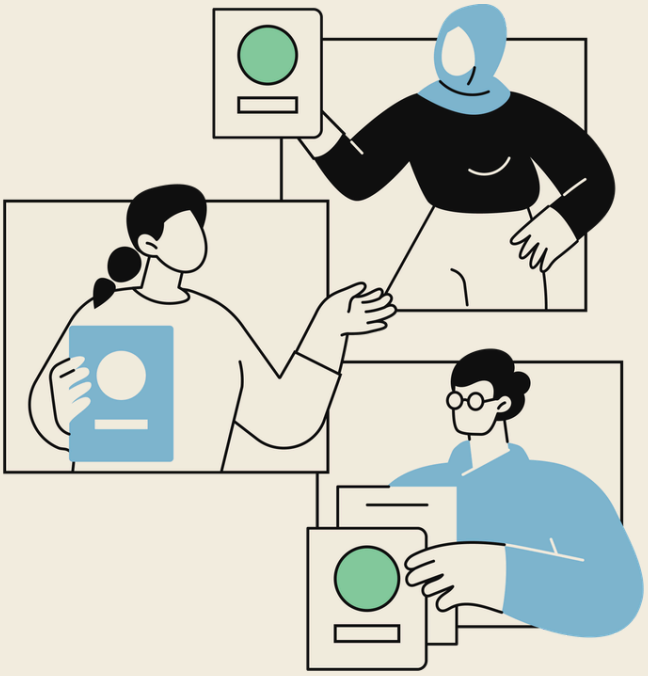
Refugee & Migrant Justice



Lived Experience Coordinator Job Pack

rmjustice.org.uk

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MESSAGE FROM THE CEO

Welcome—and thank you for your interest in joining Refugee and Migrant Justice (RMJ).

At RMJ, we are driven by a clear purpose: to uphold and defend the rights of Refugees and Migrants. Every day, our work helps to ensure that people are able to get on with their lives. Government places too many unnecessary and unhelpful barriers in the way, our work helps to see people treated with dignity, fairness, and humanity. By considering a role with us, you are taking a step towards becoming part of a team that delivers practical support in helping people when the are in crisis, through our foodbank, that represents people to regularise their status and that challenges unfair laws through legal action and campaigning.

We are equally proud of the culture we have built. RMJ has been recognised through the Great Place to Work awards, winning a best organisation award and receiving recognition as a leading wellbeing organisation. The Great Place to Work Awards are based on the feedback of our staff on working for RMJ. We are also very proud of our role in training and helping people to progress in their career. We train excellent legal advisors who progress through the organisation and IAA and IAAS bands.

Central to our workplace culture is creating a diverse and inclusive working environment, that is anti-racist and anti-oppressive. RMJ benefits hugely from colleagues with a range of backgrounds, who enrich our work with valuable, different perspectives and experiences. We particularly welcome and encourage candidates with lived experience and those from BAME communities.

To encourage this diversity of thought and experience, we're open to people who would bring transferable skills to this role. Maybe you haven't walked a 'traditional' career path, but you've built the skills to do this role, and do it well. If you can demonstrate a clear commitment to our values and ethos, and a deep personal commitment to our vision, we'd love to hear from you.

I hope you feel inspired by our mission and our achievements, and I look forward to welcoming those of you who choose to continue this journey with us.

James Tullett
Chief Executive Officer
Refugee and Migrant Justice (RMJ)

Best Workplaces™ Small Organisations Great Place To Work. UK 2026

UK's Best Workplaces™ 2026 Award

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 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.

OUR VALUES

Independent

We answer only to Refugees and Migrants, our work serves their interests. We show independence by making decisions only for their benefit and have systems to ensure we are accountable.

Inclusive

We create spaces where everyone feels valued, and where every voice is heard. People with lived experience are experts in their own lives, and we are committed to ensuring employees, volunteers and people we work with are at the heart of the decisions we make.

Stronger Together

We believe the best impact is achieved together. By collaborating with other organisations, sharing learning, solutions, and data, we strengthen our sector and deliver lasting change.

Anti-Oppressive

We understand how anti-migrant policies and narratives intersect with class-based, racial, gendered and other forms of oppression. True equality before the law and access to justice can only be achieved by addressing systemic inequalities and structural barriers.

OUR BENEFITS & PERKS

Enhanced Annual Leave	Enjoy 28 days of annual leave, plus bank holidays and one additional gifted day — whether that's for your birthday or Christmas Eve.
Remote/ Hybrid Work	Your work-life balance matters. We offer flexitime, hybrid, and remote working options.
Your Wellbeing & Everyday Benefits	We offer a range of benefits to support wellbeing and everyday life, including our Cycle to Work scheme, Tech Scheme, Eye Care Vouchers and more.
Professional development and training	Access continuous learning opportunities, career development programs, and study leave for job-related qualif ications.
Enhanced maternity & paternity Leave	Benefit from enhanced maternity and paternity leave, supporting you during life's most important moments
Mental wellbeing support	We offer an Employee Assistance Programme (EAP) and access to reflective practice sessions to prioritise staff mental health.

And that's not all - you'll discover more benefits and rewards when you join our team.

ROLE

OVERVIEW

We are looking for a highly organised and passionate individual to coordinate and facilitate RMJ's lived experience work, with a focus on community organising. 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 a motivated self-starter 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, as is a proven track record of and understanding of community organising.

ROLE

DETAILS

Freedom at 10 is RMJ's lived experience advisory group. The group was established in September 2022 to help guide RMJ's campaigning and provide a safe and supportive space for people affected by the 10-year route to settlement. The group consists of people on the 10-year route, and British children or family members impacted by the route.

Relationships: The post holder will report to the Head of Campaigning. Reporting arrangements may be subject to change as required.

Contract duration: 12 month fixed term, with the possibility to extend depending on funding.

Hours of work: The role is primarily a part-time position, requiring 22.5 hours per week (3 days a week).

Salary and Benefits:

Salary and Benefits: £30,000 - 34,000 (FTE) depending on qualifications and experience.

KEY RESPONSIBILITIES

Coordinating communications:

- Work closely with RMJ's advocacy department and other managers to sustain and develop our experts by experience (EBE) work
- Work independently whilst ensuring effective communication with RMJ's advocacy department
- Act as central point of contact for Freedom at 10 members
- Act as central point of contact with EBE coordinators and relevant stakeholders from partner organisations
- Represent RMJ at external events
- Arrange and facilitate Freedom at 10 meetings and take minutes as required
- Develop systems for recruitment and retention of members of Freedom at 10
- Develop and keep under review policies and procedures for EBE management and structuring
- Arrange training and development work for Freedom at 10 members

Amplifying and advancing strategic priorities:

- Develop community organising into Freedom at 10's work and priorities
- Setting and developing Freedom at 10's strategic direction
- Creatively identifying ways to amplify Freedom at 10's and RMJ's strategic priorities
- Supporting Freedom at 10 members with participation in media and social media duties
- Participating in preparing and producing social media content that amplifies Freedom at 10's priorities
- Develop a bank of Freedom at 10 members who are trained and eager to participate in public-facing activities
- Prepare advocacy and other public facing materials on Freedom at 10's work
- Represent Freedom at 10 and RMJ in the public domain (continued training and development will be provided by RMJ in this regard)

Financial admin:

- Maintain and develop systems and policies to ensure Freedom at 10 members are reimbursed for their attendance
- Monitor and develop policies surrounding financing of Freedom at 10 and their associated activities
- Report to the office manager as required on financial procedures
- Support RMJ's fundraising team when required with grant applications and other fundraising opportunities

General responsibilities:

- Seek to continuously improve in order that the Charity delivers the best possible service to beneficiaries
- Ensure that all of RMJ's Policies and Procedures are adhered to at all times
- Attend internal training and external training as and when required
- Participate in regular supervisions and team meetings
- Attend the office on a regular basis (hybrid working)
- Act as a positive ambassador for the Charity at all times
- Working with volunteers when necessary
- 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 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 RMJ Board through RMJ’s management structure.

The Coordinator will usually be directed by the Head of Campaigns who will also act as a line manager. Reporting arrangements may be subject to change as required.

Hours of work and leave The position is PART TIME (3 days, 22.5 hours). It is inevitable that due to the nature of RMJ’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

Experience/knowledge:

- Lived experience of the UK immigration system
- Understanding of and experience in community organising
- Knowledge of and empathy with the backgrounds and experiences of asylum seekers and vulnerable migrants
- Experience of using databases
- Previous administrative/coordinating experience

Skills:

- Proactive self-starter and ability to work independently
- Ability to manage time effectively, demonstrable organisation skills and ability to work to agreed objectives within specified deadlines
- Ability to demonstrate good client facing skills
- Strong IT skills including Microsoft Office
- Communicates effectively at all levels, both verbally and written
- Supportive team player

Personal attributes:

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

Desirable

- Accredited to practice immigration law with the IAA
- Fluency in other languages
- Experience in the charity sector
- Social media competency

HOW TO FIND US

Stratford Office

The People's Place
80-92 High Street
London
E15 2NE

We practice a hybrid working environment, with Stratford serving as our main place of work. We typically ask colleagues to spend around 40% of their working week in the office, with flexibility to work remotely for the remainder.

Transport links to Stratford

Underground & Train:

Stratford Station is the closest major hub, located a short walk away. It is served by the Jubilee and Central lines, the Elizabeth Line, DLR (Docklands Light Railway), and National Rail services.

Bus:

Several local bus routes stop near Stratford High Street, including lines 25, 108, 425, and D8.

Ilford Office *

Cardinal Heenan Centre
326 High Road
Ilford
IG1 1QP

**(Offers community support, foodbank services, and activities)*

Transport links to Ilford

Underground & Train:

Ilford Rail Station is the closest train link. It is roughly a 15-minute walk from the office. The Elizabeth Line provides frequent, direct services to and from Stratford, London Liverpool Street, and Romford

Bus:

A variety of local bus routes stop near the High Road and Ilford Station, including routes 25, 86, 123, 129, 147, 150, 167, 169, 179, 296, 396, 425, and EL1.

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. 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, 4th October 2026. Applications received after this date will be unlikely to be considered.

Interviews:
Shortlisted candidates will be interviewed via MS Teams during the week commencing 13th October 2026.

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