

Operations Assistant – Parental Leave Cover

Job Description and person specification

Role title: Operations Assistant

Salary range: £25,000 - £28,000pa (depending on experience)

Hours: Full time (37.5 hours per week)

Contract: Fixed term (12 months) with a possibility of extension depending on organisational needs.

Annual leave: 31 days (28 days + 3 days Christmas closure)

Location: London hybrid.

Reporting to: Service Provision Manager

About the Work Rights Centre

Work Rights Centre is a charity founded by migrants, and for migrants. Every day our multilingual team of advisers support beneficiaries to stand up to unscrupulous employers, apply for jobs, access benefits when they're struggling, and secure their immigration status. Since our foundation in 2016 we have supported over 5,000 individuals, recovered over £170,000 in unpaid wages, and helped more than 750 EU citizens to secure their status in the UK after Brexit. We're just getting started. We're looking for a colleague to support our frontline team by providing triage and enabling efficient allocation of time in resources, and to support the delivery of key projects.

About Service Provision and the Operations Assistant Role

Service providers are the bedrock of the team. They assess clients' needs, determine priorities, and with supervision from senior colleagues, provide advice and casework. As an Operations Assistant you will not have your own caseload, but you will have a real chance to make an impact on people's lives by managing the front-facing process of triaging initial enquiries and coordinating outreach, thereby increasing the efficiency and capacity of the Service Provision team.

The work of an Operations Assistant revolves around two key responsibilities. Supporting the service provision team by leading the triage of enquiries, and supporting the smooth running of the organisation by assisting senior colleagues with administrative support, including the delivery of specific projects.

Responsibilities

Leading client triage. Your responsibilities in this area will include to:

1. Respond to client enquiries courteously, professionally, and in a timely manner, effectively managing incoming calls and emails to the charity's helpline.
2. Conduct a standardised assessment of each client's needs, their status, and eligibility.
3. When clients are in remit, provide initial general information, before allocating the case to colleagues in the service provision team. This may include information on welfare benefits, statutory employment rights, EU Settlement Scheme, and employability.
4. Ensure that the client signs all necessary consent forms, and they understand the scope of our work, our commitment to them, and to their data protection.
5. Open a client record in the charity's Client Management System, log the data collected, and file consent forms and other records appropriately.
6. Allocate incoming enquiries to relevant members within the service provision team, taking into account the client's advice needs.
7. Assist members of the service provision team by booking appointments, providing reminders, and supporting the collection of monitoring data.
8. When clients are out of remit, signpost enquiries/cases as appropriate to relevant external stakeholders.

Administrative support.

1. Coordinate office administration, including the allocation of office space, booking of office supplies and managing the relationship with office suppliers (Wifi, phones, and others).
2. Support senior management with ad-hoc operational duties. This may include, but is not limited to, organising meetings and team socials, note-taking during Board meetings, booking venues and catering.
3. Support senior service providers with ad-hoc operational duties. This may include booking outreach and training sessions, contributing to the development of templates, forms, or other materials which support the service.
4. As required, support senior management with the operational aspects of one off project delivery.

At all times we expect you to treat your service users, colleagues, and other charity stakeholders with kindness and professionalism. As the face of the organisation, we look to you to uphold a standard of excellence across all your communication and administrative work.

Flexibility. There is a lot to learn, and to offer, at the Work Rights Centre. The charity has grown substantially since our foundation in 2016, both in terms of casework, policy influencing, and media interventions. This relies on our ability to remain agile. We trust you to be responsive to our changing needs, and to adapt your workload and undertake any other duties that may be reasonably required.

Key skills

Qualifications

- Formal degree not required.

Knowledge and experience

- At least one year of experience in working with vulnerable adults in a client facing capacity;
- Experience collecting information, setting clear client expectations, and monitoring outcomes;
- Experience working with and supporting a team;
- Good knowledge of, and empathy with, the issues encountered by migrants in the UK.
- Some experience with project delivery, including working with others across an organisation to deliver operational aspects of collaborative projects.

Skills

- Excellent communication skills, you communicate clearly, sensitively, and confidently with a wide range of people, in writing and orally;
- Excellent organisational skills, you are organised and manage your time well, including when you have to work on several tasks;
- Good IT skills, you are able to work in Word and Excel to a high standard, as well as use Google Drives and remote work platforms.
- Health and Safety skills would be desirable.
- Knowledge of a second language would be an advantage.

Personal attributes

- Confident and resourceful, you enjoy client-facing work and are keen to learn and to support a team;
- Astute judgement, and ability to allocate time and resources effectively;
- Enthusiastic and proactive, you are self-motivated by a strong sense of justice;
- You have a real commitment to the aims and values of the Work Rights Centre.
- You can show initiative and build rapport and trust to work across an organisation to support colleagues in delivering specific outcomes.

If you share our commitment to excellent advice, and you trust your ability to make a positive contribution to our team, we strongly encourage you to express interest in the position.

How to apply

Please send a CV and cover letter to magda.saniuk@workrightscentre.org by the 31st March 2023. Successful candidates will be notified shortly after the deadline. We seek to appoint a candidate as soon as reasonably possible. We can accommodate hybrid working and will provide training by the current post holder to ease their transition into the post.