

# Triage Officer

Job description and person specification

**Role title:** Triage Officer

**Salary range:** £27,000 - £30,000 FTE (depending on experience)

**Hours:** Full time (37.5 hours per week)

**Contract:** Permanent

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

**Location:** London hybrid

**Reporting to:** Head of Immigration

## About the Work Rights Centre

Work Rights Centre is a charity that helps migrants and disadvantaged Britons access employment justice and improve their social mobility. We do this by providing: free legal advice that changes lives; tools that empower people to understand and assert their rights; and campaigns that challenge the systemic causes of injustice in the long-term with research, parliamentary advocacy, and strategic litigation.

Our legal advice team addresses the most urgent aspects of socioeconomic disadvantage. Every year we recover thousands of pounds in unpaid wages for workers who were exploited by unscrupulous employers, and support hundreds of people to understand and secure their status in the UK. As one of very few charities with legal expertise at the intersection of employment and immigration, we are leading the way in representing migrant workers on employer-sponsored visas, and have received ample media coverage for our advocacy in this space.

We're looking for a colleague to support our frontline advice team by acting as the first point of contact for clients, providing efficient triage of cases, and to support the delivery of key projects.

## About Legal Advice team and the Triage Officer role

Our employment and immigration legal advice teams are the bedrock of the charity. Supervised by our Heads of Immigration and Employment, both experienced solicitors, our legal advisers provide free expert advice and casework. Common enquiries include assisting clients with recovering unpaid wages or fees, challenging unfair dismissals, or supporting them in regularising their immigration status. Most clients are migrant workers, including those on sponsored and seasonal work visas, and ethnic minority Britons who work at the low-paid end of the labour market. Consequently, we employ a diverse, multilingual team, who can relate to clients' lived experience, and embody the charity's values of justice, mobility, and inclusivity.

As a Triage Officer you will have the opportunity to make a true impact on people's lives by leading the triage of enquiries, collecting and recording information about people's cases, signposting them to good quality information, and supporting the smooth running of the organisation by providing administrative support, including delivery of specific projects.

## Responsibilities

### Leading client triage

1. Respond to client enquiries courteously, professionally, and in a timely manner, effectively managing incoming messages to the charity's helpline.
2. Conduct a standardised assessment of each client's needs and eligibility for our advice.
3. When clients are eligible and in remit, provide initial general information, before allocating the case to colleagues in the advice team. This may include information on statutory employment rights, immigration permissions, and/or 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. With support from Heads of Immigration and Employment, allocate incoming enquiries to relevant members within the advice team, taking into account the client's advice needs.
7. Assist members of the advice team by booking consultation appointments, providing reminders, and supporting the collection of impact and client feedback data.
8. When clients are out of remit, signpost clients to relevant external stakeholders.
9. Keep the team informed of the latest enquiry and in-remit case numbers at the weekly team meeting to support them in managing their case-loads.

### Administrative support

1. Coordinate office administration, including looking after the office space, ordering office supplies and managing the relationship with suppliers (e.g. office cleaners).
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 meetings, booking venues and catering, supporting recruitment efforts.
3. Support legal teams 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, and the charity has grown substantially since our foundation in 2016. 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. This job description is provided as a guide to the role. It is not

intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

## Person specifications

### Knowledge and experience

- Minimum two years of experience in working in a client-facing frontline capacity.
- Experience collecting information and setting clear client expectations.
- Experience of providing operational or office support.
- Experience working with and supporting a team.
- Empathy for the experiences of migrants and other vulnerable workers.

### Skills

- Excellent written and verbal communication skills. You communicate clearly, sensitively, and confidently with a wide range of people.
- Excellent time management, demonstrating an ability to juggle multiple tasks.
- Good IT skills, including Word and Excel, and remote work systems.

### Personal attributes

- Confident and resourceful, you enjoy client-facing work and are keen 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.
- Collegial, you recognise the value of teamwork and shared objectives.
- You have a real commitment to the aims and values of the Work Rights Centre.

### Desirable

- Experience in triaging client enquiries or providing advice in a legal advice setting.
- Experience of working with a client management system.
- Knowledge of a second language.
- Knowledge of office health and safety principles.
- Understanding of safeguarding principles.

**Even if you are not sure whether you have all the experience, 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 [recruitment@workrightscentre.org](mailto:recruitment@workrightscentre.org) by Sunday, June 29th. It is important to tell us why you think your experience and skills meet the specifications of this role, and why you would like to join our team. For more information, do not hesitate to get in touch.

## FAQs

### **What are my professional development opportunities?**

The Work Rights Centre has a real culture for learning and upskilling. We have a dedicated training budget and encourage team members to attend training from reputable professional organisations. This role can be a first step towards a career in either legal advice or operations.

### **What other benefits do staff get?**

We offer enhanced sick pay for up to 28 days, additional leave days during Christmas office closure, and support all staff who wish to start families, by offering 20 weeks of enhanced parental pay.

### **How is the Work Rights Centre funded?**

Our main source of funding is grants from independent trusts and foundations. Having started with zero capital in 2016, over the last years we have developed long-term relationships with some of the best-regarded funders in the UK, including Trust for London, the Legal Education Foundation, the National Lottery, City Bridge Foundation and many more. You can view a full list of our current funders on our [About us](#) page, and look up our financial record on the [Charity Commission's register](#).

### **How financially sustainable is the Work Rights Centre?**

The Work Rights Centre is on a path of significant financial and organisational growth. For the last eight years we have consistently increased our income and the size of our team. In the previous financial year ending March 2024, we have grown our funding by circa 45% and we are projecting to grow substantially this year again. You can learn more from our accounts on the Charity Commission's register.

### **Where is the Work Rights Centre headed in the next couple of years?**

The Work Rights Centre has three strategic objectives for the next couple of years. First, use our rare mix of employment and immigration legal expertise to support under-represented migrant workers to access justice. Second, use this frontline intelligence to call for reforms to the labour enforcement and work migration system, with parliamentary advocacy, careful media interventions, and strategic litigation. Third, work towards improving the charity's long-term sustainability by growing our earned income (including from training and consultancy).