

# Thank you for your interest in the post of: Office Manager

# This application pack contains the following:

## 1. Background notes on Detention Action

2. Application form

3. Job description

4. Person specification

5. Conditions of service

6. Equal opportunities monitoring form

Please return your completed application form by email to Recruitment@detentionaction.org.uk(please write “Office Manager” in the header) or send in an envelope marked “Recruitment” to: Izzie McIntosh, Detention Action, Unit 1.8, The Green House, 244-254 Cambridge Heath Road, London E2 9DA. We will acknowledge receipt of all applications sent by email.

CLOSING DATE: 9am, Monday 21st June 2021

**INTERVIEWS: Week commencing Monday 28th June 2021**

GUIDANCE ON FILLING IN APPLICATION FORM

The enclosed person specification lists the essential requirements for this post. When short-listing for interview, the selection panel can only consider the information contained in your application form. You will not be short-listed for interview unless you can **show** that you meet these requirements. Your application will be marked on your response to the “Relevant Skills and Experience” section, where you should address each point on the person specification and give examples. There is no word limit but we encourage applicants to take 4-5 pages on this section. Please also provide details of your education, training and work experience in the relevant sections, although you will not be marked on this.

You must use the form provided (though you can attach sheets*).* **A pre-produced** **curriculum vitae will not be accepted.**

Work, paid or voluntary, is not the only means of showing you meet the requirements of the post. You may also have acquired relevant knowledge and skills through your life experience. If so, please try to demonstrate this in the space provided.

The form should be typed or completed in black ink, for photocopying purposes.

**Equal Opportunities:**

Detention Action is committed to operating as an equal opportunities organisation.  We welcome and encourage applications from refugees and other migrants, and in particular from people with lived experience of detention, to reflect the composition of our client group.

Detention Action also recognises the potential barriers to employment posed by race and ethnicity, disability, nationality, genderor genderidentity,age,sexual orientation,religion or belief, andpregnancy or maternity, and work to ensure that our recruitment policy takes them into consideration.

Detention Action will seek to make reasonable adjustments to the physical office environment to overcome barriers to employment caused by disability, and encourages applications from these candidates.

**BACKGROUND INFORMATION**

Detention Action (formerly London Detainee Support Group) is a registered charity (charity no. 1065066), which was founded in 1993. Detention Action aims to promote the welfare and rights of people in immigration detention in the UK in the UK and elsewhere. Detention Action provides support and advice to people in detention in the London area and advocates for detention reform.

Detention Action currently has 13 staff. The advertised post is Office Manager. This post will be line managed by the Deputy Director.

We have a pool of around 60 volunteers, who currently largely work on a remote basis. The organisation is governed by a six-member Management Committee. Our main funders are the Oak Foundation, Trust for London, Paul Hamlyn Foundation, Joseph Rowntree Charitable Trust, Barrow Cadbury Trust, Bromley Trust and AB Charitable Trust.

Detention Action provides support and advice to migrants in detention in Heathrow Immigration Removal Centre in London, Morton Hall in Lincolnshire and in prisons in the London area. Heathrow is the largest detention centre in Europe; around 1000 people can now be detained at Heathrow at any one time. Migrants in detention often have complex needs, often arising from indefinite detention and / or mental health issues, which present barriers to accessing services and defending their rights. We believe that there will be higher numbers of people held in detention in prisons in the coming months and years, and are looking to increase our presence in prisons as a priority.

There are three main strands to Detention Action’s work supporting people in detention. Firstly, the core of Detention Action’s work has always been to provide emotional and practical support to people detained through one-to-one visits. These visits are made by volunteer visitors, recruited, trained and supervised by the Senior Advocacy Coordinators.

Secondly, Detention Action provides casework and emotional support to people in detention from the office, accessible through a freephone service. Detention Action undertakes general casework for people detained, including referrals to legal representatives and other specialist organisations and assistance with communicating with these agencies. We also work closely with solicitors on strategic litigation where it is necessary to defend the rights of people in detention. We do not currently provide immigration advice.

Thirdly, Detention Action provides holistic and accessible advice and support on-site in the detention centre by holding regular advice workshops, which allow people in detention to develop trust relationships with Detention Action through face-to-face contact and ongoing work on their diverse needs.

Detention Action also campaigns for reform to immigration detention policy and practice, drawing on evidence obtained from our frontline work. Our campaign against indefinite detention aims to end the long-term detention of migrants without time limit. We also run an alternatives to detention project for people who have had criminal convictions and who are experiencing or at risk of indefinite detention.

We campaigned for an end to the Detained Fast Track asylum process, successfully bringing a strategic legal challenge which led to the suspension of the process in 2015 and we continue to campaign against its re-introduction. In 2020, we have brought several prominent legal challenges, preventing the removal of those due to be deported on a charter flight to Jamaica in February, and pressurized the Government into releasing the majority of people detained during the COVID-19 pandemic.

We train and support people with experience of detention to campaign and lobby for change.

**Employment application form: OFFICE MANAGER**

EDUCATION AND TRAINING

Please outline your education, providing details of any qualifications, the institutions that awarded them and the dates they were awarded. Include any training undertaken as part of your employment or voluntary work.

WORK EXPERIENCE

Please start with your present or most recent employment and work backwards. Include any voluntary work you have undertaken. Give the name of your employers, job titles, dates and current salary (if applicable) and a brief description of the work you have done. You may wish to continue on a separate sheet.

**RELEVANT SKILLS AND EXPERIENCE**

Please use this section to outline the skills and experience you have gained, either in paid or voluntary work, at home or in education, that are relevant to this post, and which would enable you to fulfil the duties of this post. **In completing this part of the application form, please address the points in the Person Specification,** **using the same numbering order**. You may wish to continue on separate sheets.

**Declaration:**

**I confirm that the information I have given in the application is true to the best of my knowledge.**

**Signature (please type if sending by email):** **Date:**

**Job title: Office Manager**

* To ensure the smooth running of the office by overseeing the maintenance of the office environment and equipment
* To be Detention Action’s main point of contact with suppliers and third party providers
* To be Detention Action’s main point of contact with The Green House building management
* To provide casework administration support to the casework team where needed, including maintenance of casework filing systems
* To work with the IT support consultant to oversee Detention Action’s IT systems
* To undertake finance work including paying invoices and managing petty cash
* To monitor expenditure through Detention Action’s debit card, and track income received through online donations
* To record payments on financial management software, in order to assist the Treasurer to produce quarterly and annual accounts
* To act as administrator for staff recruitments and main point of contact for applications and recruitment enquiries.
* To act as first point of contact for Detention Action for enquiries by mail, our Admin email account and main (non-Casework) telephone line.
* To produce quarterly statistics on Detention Action’s frontline work
* To act as Health and Safety Officer, ensuring the implementation of the health and safety policy
* To respond to general enquiries or direct them to colleagues as appropriate
* To assist with organising events and meetings as needed
* To undertake other administrative duties as needed
* To act in accordance with Detention Action policies

The Office Manager is to undertake such duties and responsibilities appropriate to this post, not specifically mentioned in this Job Description, as allocated by the Management Committee and the Director.

This job description can be changed at any time according to the needs of the organisation.

# Person Specification

### Work, paid or voluntary, is not the only means of showing you meet the requirements of the post. You may also have acquired relevant knowledge and skills through your life experience.

### Essential Knowledge and Experience

1. Excellent organisational skills and ability to work with colleagues to ensure the smooth running of an office
2. Proven ability to develop and maintain effective administrative systems
3. Excellent IT skills and a demonstrable aptitude for understanding IT systems
4. Demonstrable interest in asylum, migration and /or immigration detention in the UK and understanding of issues faced by people in detention
5. Strong communication skills, in spoken and written English
6. Proven ability to work in a team in a stressful and pressurised environment
7. Proven ability to organise and prioritise a busy workload
8. Demonstrable commitment to the principles of equal opportunities

**Desirable Knowledge and Experience**

1. Experience of an organisation’s financial administration including the use of Quickbooks or other accounting software

## CONDITIONS OF SERVICE

**POST: Office Manager**

**Salary:** £28,000 per annum pro rata, plus 5.5% employer pension contributions. Employees also make a 2.5% contribution to the pension scheme.

**Contract:** Part-time (3 days / 21 hours p/week). This is a fixed term position for an initial one year, with a strong possibility of extension.

**Working Week**: Our working hours are 9am – 5pm, Monday to Friday. There will be some evening work and occasional weekend commitments.

**Annual Leave:** 25 days per annum pro rata, plus public holidays.

**Probation:** 3 months.

**Place of work:** The Green House, 244-254 Cambridge Heath Road, London E2 9DA. While the role is ordinarily office-based, all staff are predominantly working from home as of May 2021 due to the COVID-19 situation. We anticipate developing a hybrid model balancing time working from the office and from home for staff over the coming months. We would also consider applications from those based outside London and looking for a predominantly home-based role, though some time in the office will be essential in this role.

**Flexibility:** The job description sets out duties that exist at the moment. They may vary from time to time without changing the general character of the duties or the level of responsibility. Such variations may be a common occurrence and cannot in themselves justify a reconsideration of the post.