

HELEN BAMBER FOUNDATION

Legal Protection Coordinator

Job Description

Nov 2026

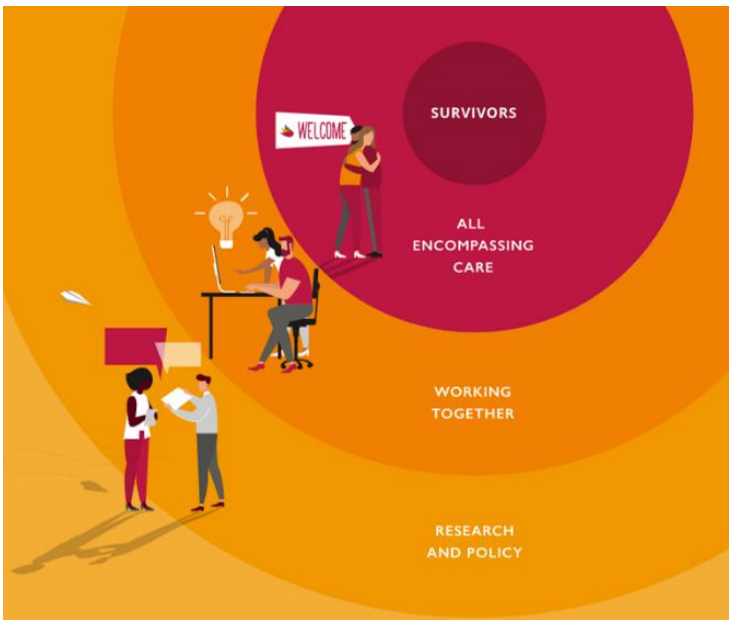
HELEN BAMBER FOUNDATION
strength to fly

OUR HISTORY AND PURPOSE

The Helen Bamber Foundation, founded in 2005 by the pioneering human rights advocate Helen Bamber, was created to reflect the evolving global patterns of violence and persecution. Helen Bamber, who entered Bergen-Belsen Concentration Camp in 1945 as part of one of the first rehabilitation teams, recognised that all survivors of extreme violence – regardless of the perpetrator – require safety, legal protection, and medical and emotional support.

In 2020, the Helen Bamber Foundation joined forces with Asylum Aid (established in 1990) to form the Group. Asylum Aid specialises in providing legal representation to vulnerable individuals seeking asylum, focusing on the most complex cases including survivors of trafficking, children, and stateless people. Asylum Aid is a leading actor in strategic litigation and advocates for policy and systemic changes to remove barriers to protection and justice. Asylum Aid maximises its impact by providing training and working in partnership with other organisations. Asylum Aid is a wholly owned subsidiary of the Helen Bamber Foundation.

Today, the Helen Bamber Foundation's unique Model of Integrated Care (MoIC) provides holistic support encompassing therapy, legal advocacy, medical treatment, and practical assistance, helping survivors rebuild their lives with safety, freedom, and dignity. Using our expertise, we drive best practice and systems change to deliver for all survivors.



ABOUT US

Vision: All survivors of trafficking, torture, and extreme human cruelty have safety, freedom, and power.

Mission:

- **Support**: Using our Model of Integrated Care and legal expertise, we protect survivors from persecution, re-trafficking, exploitation, and abuse.
- **Collaborate**: Working with individuals with lived experience and key partners, we tackle systemic challenges facing survivors, train practitioners, and promote best practices to support more people.
- **Advocate**: Drawing on our unique expertise, we drive policy and systemic changes to improve access to protection and uphold the human rights of survivors.

"I feel worth now when I am around other people. I don't constantly worry what others may think of me and whether they are judging me… I feel like a human being. I feel like I'm catching up on life."

A client of the Helen Bamber Foundation



Our Values:

Principled: We are outraged at the injustices that survivors of torture, trafficking and human cruelty face in securing safety and in rebuilding their lives and we work respectfully to address them.

Determined: We are Human Rights Advocates committed to securing justice for all survivors and will not stop until we have done so.

Welcoming: We maintain a safe, warm environment for individuals, groups and professionals to connect, to recover and to contribute.

Collaborative: We work holistically with individuals, through our Model of Integrated Care, and in partnerships with other organisations, to ensure the greatest impact on all survivors of torture, human trafficking and human cruelty.

Innovative: We respond and evolve according to the needs of the individual, the community and to ensure necessary change across the sector in the UK, Europe and Globally.

Expert: We are a Centre of Excellence, providing experienced and professional support, advice and information in our work with individuals, partners and government.

EQUITY, DIVERSITY AND INCLUSION

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates because we are keen to make sure that all our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in.

We genuinely welcome and encourage applications from candidates from range of backgrounds, especially people of colour, people with disabilities, people from low socio-economic backgrounds, refugees, stateless people and others with lived experience of forced migration or trauma who are under-represented in our organisation.

We recognise and value the role of lived experience in meeting the needs of our clients and acknowledge the under-representation of people with lived experience of forced migration, statelessness and trauma in the refugee and migration sectors. We value experience gained overseas as well as in the UK and you will receive full training to enable you to transfer your knowledge and skills to the UK context.

ABOUT THE ROLE

OVERVIEW OF THE ROLE

This is an opportunity to join HBF's specialist multi-disciplinary team, working alongside experts in asylum and immigration law, and trauma informed ways of working. The purpose of this role is to work with clients and their legal representatives as they navigate the UK's asylum system and support clients with their modern slavery/trafficking claims. The legal protection coordinator will work in HBF's legal team, while also liaising with the multi-disciplinary team to manage clients' practical needs and ensure expert collaborative working.

MAIN DUTIES AND RESPONSIBILITIES

- Work as part of the HBF's multi-disciplinary team to assess and ensure the legal protection needs of our clients are met
- Triage legal caseworker from other departments within the wider team including providing signposting advice where relevant
- Communicate with legal representatives, the Home Office, HMCTS, and Asylum Support and other agencies (both governmental and non-governmental) where required
- Discuss with clients and clinicians on general (non-advisory) aspects of the UK's asylum and immigration law and processes including modern slavery/trafficking claims.
- Manage client communications, including WhatsApp enquiries, and provide ongoing liaison and support throughout clients' protection claims.
- Review and manage requests for supporting letters from legal representatives
- Prepare legal summaries and find suitable Legal Aid representation for our clients including referring to relevant support agencies etc.
- Support the legal team with advice and casework appointments including providing support for applications for Travel Documents, Subject Access Requests, Home Office Address Changes, and ad hoc casework
- Accompany vulnerable clients to appointments including court hearings, Home Office interviews, reporting events and other relevant appointments as necessary
- Support the legal team with the delivery of internal and external training
- Develop information and signposting resources for internal and external use
- Undertake any other duties appropriate to the responsibilities of the post as requested

<u>Throughout all aspects of the role</u>

- Respect client confidentiality at all times in line with HBF's confidentiality agreements and consent forms and general GDPR requirements
- Work as part of HBF's multi-disciplinary team to support, develop and implement organisational activities around clients' graduation from the service including KPIs
- Ensure accurate and timely record keeping of client data in our case management system and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs

- Attend HBF's staff training days, meetings and any departmental meetings when required
- Promote the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all times
- Support the organisation at special events and initiatives

Other

- Maintaining the values of the charity and positively promoting the work and activities of the charity at all times
- Undertaking any task that may be requested from time to time that may be consistent with the nature and scope of this post
- Championing diversity and inclusion in your role at all times.

PERSON SPECIFICATION

Essential

- Degree in law or relevant experience
- Knowledge of the UK's asylum
- At least two years' experience of working with vulnerable clients, including providing casework support or equivalent across different areas of clients need
- Knowledge of the challenges and hardship facing vulnerable clients including people seeking asylum, refugees and survivors of trafficking, and demonstrable empathy for this client group
- Understanding of, and commitment to, the objectives of HBF
- Ability to deal with issues of a confidential and sensitive nature
- Excellent time-management skills and ability to prioritise tasks
- Ability to manage and work to deadlines
- Excellent interpersonal skills including tact and diplomacy
- Ability to build relationships internally and with external contacts
- Excellent communication skills including the ability to navigate difficult conversations
- Excellent organisational skills, including experience of maintaining accurate client records
- Ability to work both independently and as part of a multi-disciplinary team
- Computer literate and be able to use Microsoft packages such Office 365
- Understanding and commitment to Equality and Diversity in the workplace and in relation to working with vulnerable clients
- Demonstrate a positive and self-starter attitude, showing willingness to assist where needed
- Willingness to travel occasionally if required
- Commitment to Helen Bamber Foundation's values and mission.

Desirable

- Understanding or knowledge of the National Referral Mechanism (NRM)for survivors of modern slavery/trafficking
- Immigration Advice Authority accreditation
- Experience of working with interpreters and communicating across different cultures
- Experience of working in the voluntary/charity sector
- Knowledge of vulnerable adult policies

- Experience of working with survivors of trauma including torture, domestic violence and human trafficking
- Experience of working in a holistic way with clients
- Experience of working with, supervising and/or managing volunteers.

Please be aware that that we work with individuals who have experienced highly traumatic events, and it is likely that you will hear or read about extreme human cruelty and resulting mental health challenges during the course of your work. This is challenging for everyone, and we encourage you to share any difficulties you are facing with your line manager who will be able to direct you to appropriate resources to support you. Whilst you will be supported by your line manager and the surrounding team, you should also be able to demonstrate knowledge of self-care principles needed to manage working in such a work environment and be able to collaborate in the dissemination of those principles to other members of the team.

REPORTS TO

You will report to the Director of Legal Protection

SALARY

From £28,900 (rising to £30,128 no later than May 2027)

HOURS

9 – 5.30pm, 37.5 hours per week (full time)
Hybrid working: 60% office presence

LOCATION

Old Street, London

START DATE

January 2027

BENEFITS



Annual Leave

27 days plus bank holidays (increasing to 29 days after three years' of service, and to 30 days after five years' of service) plus up to 4 discretionary days for the winter closure period



Wellbeing support

Three wellbeing days a year (pro-rated for PT staff), a confidential 24/7 helpline through our Employee Assistance Programme, a 2-week winter-closure period, free fruit in the office, free flu jabs, corporate eyecare scheme and much more!



Training & development

An individual training budget on training for you and monthly 'Lunch and Learn' with external and internal speakers



Employer pension contributions

We provide competitive pension contributions of 4%



Group reflective space

We offer monthly group reflective spaces for all staff.



Reasonable adjustments

Occupational health assessments as necessary to understand how we can support and make reasonable adjustments



Family friendly policies & work life balance

We care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance. We also provide enhanced maternity, paternity, adoption, family reunion and shared parental leave



Sabbatical Leave

Opportunity to apply for sabbatical leave after three years' of service (conditions apply)



Employee experience

We have an Equity, Diversity, Inclusion and Belonging Working Group, monthly staff meetings, and four staff away days a year!

HOW TO APPLY

The first stage is to complete on our online application form on our website by 10:00am Monday 7th Dec 2026.

The website form will ask you to:

- Upload a short covering letter. Please tell us why the position appeals to you, and how your relevant skills and experience, including any voluntary experience and lived experience, matches the listed responsibilities and person specification. Please also state in your covering letter when you would be available to start the role. This information can be shared in one of four different ways:

  1. Written A4 (No more than 2 sides of A4)
  2. PowerPoint (No more than 3 slides)
  3. Audio recording (No more than 5 mins) *
  4. Video Recording (No more than 5 mins) *

* if you send in your cover letter in one these formats, please do not upload this to our website but email it to jobs@helenbamber.org.

- Upload your current CV

- Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional and this information will not be available to members of the selection panel.

TIMELINE

Closing date: 10:00am 7th Dec 2026
Preliminary interviews (online): 10th Dec
Final panel interviews (in person): W/C 14th Dec

SELECTION PROCESS

We will invite candidates to an initial 15-minute online screening meeting week on 10th Dec followed by shortlisted candidates

attending in-person interview on W/C 14th Dec. We may also ask you to complete a short exercise on the day.

At Helen Bamber Foundation we want to be transparent about what kind of qualities we are looking for and build trust from the very beginning of your journey with us. The first step is your interview, and we mean 'your' interview so we will provide you with some of your interview questions ahead of the interview. This will allow you time to prepare, and ensure you have your best examples in mind.

We offer a guaranteed initial interview for refugees, stateless people and others with lived experience of forced migration, provided that they can provide some evidence of the relevant experience or skills in relation to the essential criteria.

We regret that we can only respond to applicants who make it to the interview stage.

ADJUSTMENTS

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

ELIGIBILITY

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

SAFER RECRUITMENT

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of young people and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults. The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Successful candidates will also be subject to a DBS check. If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records

status throughout your employment and to disclose any relevant convictions incurred during your time with us. You will also be subject to a public online search.

EXPERTS BY EXPERIENCE SUPPORT

We are also proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the refugee and migrant sector. If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can seek independent and confidential support with your job application from the Experts by Experience Employment Network. They can help you in preparing your job application by providing one-on-one mentoring support to review your CV, cover letter or provide interview preparation. To request job application support or general one-to-one career advice and mentoring, please click here.

STATEMENT ON ARTIFICIAL INTELLIGENCE (AI) AND RECRUITMENT

At Helen Bamber Foundation we don't make decisions based on artificial intelligence (AI). We have a human approach to hiring and all applications are reviewed and assessed by our team.

Similarly, what we are most interested in hearing about is your individual motivation, experience, skills and values. AI doesn't know about you or what motivates you – we want to hear from you.

AI may be a helpful tool, but typically leads to generic answers repeated by multiple candidates, not stand out applications. Please make sure that your responses reflect your own thoughts and experiences.

TO FIND OUT MORE

To find out more about this role, please contact jobs@helenbamber.org.

"There are times when you despair in our ability to make any sort of difference. But I say to people that we are all part of a mosaic. We can all be influential in our own fields and ways."
Helen Bamber, OBE (1925 - 2014)