

Client Services Administrator (Reception)

Location:	Helen Bamber Foundation, 26 - 30 Westland Place, London N1 7JH
Responsible to:	Office Manager
Hours:	8.30 – 5pm, 37.5 hours per week (full time)
Salary:	£28,900
Start date:	As soon as possible
Benefits:	<p>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</p> <p>Winter closure period: two week winter closure period where the charity is closed</p> <p>Pension: 4% matched contribution by the Helen Bamber Foundation Group</p> <p>Enhanced pay: Enhanced maternity, paternity, adoption and Family Reunion pay</p> <p>Flexible working practices: we care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance</p> <p>Monthly group Clinical supervision for all staff</p> <p>Hybrid working: 80% office presence (i.e. 1 day from home day a week (Fridays), on successful completion of probation)</p> <p>Three days of wellbeing leave to be taken at short notice in each calendar year (pro rata for part-time staff)</p> <p>Occupational health assessments as necessary to understand how we can support and make reasonable adjustments</p> <p>Training and learning opportunities</p> <p>Employee assistance programme which includes counselling service, wellness advice, legal and money advice</p>

BACKGROUND

“Our society will be judged by how we respond to those to whom we owe nothing.”

Helen Bamber OBE

OUR VALUES

At Helen Bamber Foundation, we are: Welcoming, Determined, Principled, Expert, Collaborative and Innovative

At Asylum Aid, we are: Pursuing Excellence, Courageous, Collaborative, Acting with Integrity and Promoting Equality

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

Purpose: Together with survivors, partners and supporters we change systems by taking action and bearing witness so that all survivors of trafficking and torture can access recovery and protection



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. Today it is a specialist clinical and human rights charity that works with people seeking asylum and refugees who are Survivors of trafficking, torture and other forms of extreme human cruelty.

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.

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.

We are innovative, ambitious and compassionate. The bravery and resilience of our clients is an inspiration to all the team at Helen Bamber Foundation Group, which comprises Helen Bamber Foundation and Asylum Aid. We believe that all Survivors should have safety, freedom and power to rebuild their lives.

Equity, Diversity & 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.

OVERVIEW OF THE ROLE

This is an exciting opportunity to join the Client Services Team which operates within Helen Bamber Foundation's vibrant, multi-disciplinary team. The duties of a Client Services Administrator are two-fold 1) is to host our busy reception area and friendly waiting room; welcome clients and visiting professionals to the Helen Bamber Foundation and attend to any needs they might have and 2) to assist with overseeing the booking of appointments between clients and staff/volunteers across the organisation; liaising with third parties and clinicians in relation to Initial Assessments; booking and managing doctor's diaries for our Medical Advisory Services and the booking of interpreters across the organisation.

The role will work closely with the Office Manager and Appointments Lead as part of the Client Services Team. It includes support and cover to the Appointments Lead and any other operations tasks set by the Office Manager and Director of People. You will be at the heart of an exciting team of experts, working as the face of Helen Bamber Foundation and the first point of contact for both external and internal queries.

MAIN DUTIES AND RESPONSIBILITIES

RECEPTION FUNCTION

- Greet clients and visitors and fielding a wide range of queries (in-person, on the telephone, via e-mail and WhatsApp) in a timely manner;
- Ensure all site visitors and staff sign in/out using our Visitor Management System
- Handle the charity's post ensuring that the appropriate persons receive it daily
- Deal with Walk ins in line with the charity's policy
- Triage queries that come to reception internally to the multidisciplinary team;
- Provide accurate and detailed signposting advice as well as occasional casework for clients that might arise from fielding queries;
- Create and maintain signposting resources as needed
- Open and close reception at the specified times (typically 8.30am and 5pm);
- Order office supplies, refreshments and any other purchases authorise as necessary.
- Handle and accounting for petty cash, including client travel and staff/volunteer expenses;
- Record petty cash transactions on the appropriate spreadsheet and inline with internal policies
- Report discrepancies with Finance and investigating this in line with internal guidelines
- Lead, training, and supervising reception volunteers as well as providing ad hoc training to other members of the team as needed
- Provide administrative support and ongoing tasks as required, including database management, calendar and diary management and file-keeping
- Assist with monitoring and evaluation (client surveys, Key Performance Indicators (KPIs) etc.)
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

APPOINTMENTS FUNCTION

To cover the Appointments Lead (for example during periods of annual leave), the Client Service Administrator will:

- Liaise with members of staff to ensure that appointments and other arrangements are appropriately managed, acting as the main point of contact for booking, cancelling and rearranging appointments and interpreters;
- Act as the main point of contact for interpreters (both freelance and agency), you will book them as needed for appointments, ensuring efficient use of interpreters' time across the Model of Integrated Care, MLR service and partners (BRC and Hummingbird);
- Receive, check and process interpreter invoices to be paid by the Finance department
- Liaise with clients and third parties on matters relating to the organization of Initial Assessments, appointments, and correspondence.
- Ensure that clients have been informed of their appointment through various means of communication, including by letter, telephone and text, and that all contact details on HBF's database are up-to-date;
- Provide excellent diary management of Medical Advisory Service's appointments and Initial Assessments, and communication with clinicians across the organisation

FACILITIES & IT SUPPORT

- Supporting the Office Manager to ensure that the offices are tidy, presentable and welcoming each day;
- Reporting maintenance issues to the Office Manager and assist with contractors and service providers
- Working with the Office Manager to provide support with wider office and technical issues, such as health and safety checks, internet problems and malfunctioning printers and/or alarms;
- Completion of general office administration including ordering of office supplies, refreshments, equipment etc.

HEALTH & SAFETY

- Act as the main Fire Marshall in cases of emergency evacuation
- Report all H&S incidents to the H&S responsible person
- Report Safeguarding incidents to the designated Safeguarding Lead

Throughout all aspects of the role

- Use HBF's Client Management System (CMS) daily to record appointments, interactions and changes as required;
- Maintain accurate records, ensuring that all administrative processes are kept up to date, including data management and any electronic filing;
- Respecting client confidentiality at all times in line with HBF's confidentiality agreements and consent forms;
- Ensuring accurate and timely record keeping of client data in our Case Management System (CMS) and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attendance at HBF's staff training days, meetings and any departmental meetings when required;
- Promotion of the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all time;
- Supporting the organisation at special events and initiatives.
- Provide any further assistance to the multi-disciplinary team as required.

OTHER

- Maintain the values of the charity and positively promoting the work and activities of the charity at all times
- Champion diversity and inclusion in your role at all times.

PERSON SPECIFICATION

Essential:

- Understanding of, and commitment to, the objectives of the Helen Bamber Foundation;
- Previous experience of administration/reception/customer service work ;
- Excellent interpersonal and communication skills, including a professional, empathetic, and polite telephone manner and a high standard of written and spoken English;
- Computer literacy— Proficiency in MS Office, Excel, Outlook;
- Attention to detail and ability to time manage and multitask, often under pressure;
- Punctual, reliable and self-motivated with a positive 'can-do' attitude;
- Demonstrative initiative to assist other members of the multidisciplinary team;
- Ability to deal sensitively and in a warm, appropriate manner with clients;
- A high level of discretion and confidentiality given the sensitivity of the information and nature of HBF's work, and a solid understanding of establishing client boundaries;
- Experience of working with a vulnerable client group, particularly refugees and asylum seekers, in a sensitive manner;
- Awareness of confidentiality/data protection;
- Flexibility and willingness to undertake other duties as required.
- Commitment to Helen Bamber Foundation's and Asylum Aid's values and mission.

Desirable:

- Experience of working in a setting which provides a service to vulnerable individuals;
- Understanding of safeguarding in a vulnerable client group;
- Experience training and supervising volunteers;
- Basic knowledge of the rights and entitlements of people seeking asylum and refugees;
- Ability to use electronic database systems.

APPLICATION PROCESS

The first stage is to complete on our online application form on our website **by 10am on Monday 23rd February 2026.**

The website form will asked you to:

1. 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.
2. Upload your current CV
3. 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.

SELECTION PROCESS

We will invite candidates to an initial 15-minute online screening meeting week on **Friday 27th February** followed by shortlisted candidates attending in-person interview on **Tuesday 10th March** or **Wednesday 11th March**. We will also ask you to complete a short exercise on the day.

At Helen Bamber Foundation Group 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 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 provide some evidence of 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.

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).

Successful candidates will also be subject to a standard 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.

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 require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

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 charitable 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 ask for an independent and confidential support for your job application from the Experts by Experience Employment Network and access other information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application. (www.ebeemployment.org.uk).

STATEMENT ON ARTIFICIAL INTELLIGENCE (AI) AND RECRUITMENT

At the Helen Bamber Foundation Group 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.

