

To apply, send an email including your CV and a short cover letter outlining why you would like to join the team at contact@workrightscentre.org

Job Description

Service Provision Assistant

1. Work Rights Centre

Work Rights Centre is a charity dedicated to ending in-work poverty by helping workers exit poorly paid, unprotected, and insecure employment. Our team of volunteers provides free and confidential information in a variety of European languages and can help service users understand their employment status, access their employment rights, and improve their employability

2. Service Provision

What: Our service provision consists of one-to-one consultations with EU nationals who are seeking to understand their employment rights, access employment rights that have been breached, or improve their employability.

Where: Brent Civic Centre, Wembley.

When: Saturdays, 10AM-2PM.

How: In order to ensure consistency, but also make sure that every service user receives bespoke help suited to their particular case, our service provision involves the following steps.

- A. A standardised assessment of the client's eligibility, which consists of an overview of their work and accommodation conditions to determine their position in, or risk of, in-work poverty.
- B. A standardised assessment of employment status, rights and employability needs.
- C. Signing a non-disclosure agreement whereby the client is informed that our services cannot substitute legal aid, and they bear full responsibility for their case.
- D. Collecting demographic and Equality of opportunity information needed for future funding applications.
- E. Taking the action suitable for the client needs identified. Depending on whether they involve understanding employment rights, accessing them, or improving employability, this may range from informing them of their work status, to actively helping them pursue their work rights by contacting bosses and writing letters before action, or working on boosting their employability skills by drafting CVs and cover letters.
- F. Following up after the consultation to determine whether the needs identified have been met.

3. Your role

As a service provision assistant, your role will be focused on greeting clients and determining eligibility, gathering evidence on individual cases and following up on past clients (steps A, B, D, F). Depending on your experience and confidence, in time you will be welcome to assist with the more demanding aspect of service provision which entails taking action towards employment rights and employability (step E).

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4. Line Manager

Adelina Cega, Director of Service Provision.

5. What we are looking for

Key skills:

- educated to a A level or above
- English language proficiency
- knowledge of other European languages, particularly Eastern European
- excellent writing skills
- excellent communication skills
- commitment of at least 3 months, for 4 hours a week
- knowledge/interest in precarious work, or employment rights or employability, particularly in migration and/or exploitation
- flexibility - working on different tasks in parallel

Desirable:

- experience of bid writing and fundraising
- experience of engaging stakeholders

6. Why volunteer with us?

- excellent learning for individuals looking to gain experience in the third sector
- being a small charity, you will be working closely with all members of the charity and gain an insight into the daily running of a charity: administration, finance, human resources
- greater comprehension of the plight of migrant exploitation in London's low skilled industries
- doing work on a niche issue, overlooked or entirely absent from other UK charities and from public awareness
- challenging the negative representations of EU economic migrants who have been typically negatively portrayed in the media and public debates - at a unique time when the UK's EU membership is intensely debated, with a focus on freedom of movement

7. The team

- **Olivia Vicol** (Chair of Trustees) is a doctoral researcher at Oxford University's Centre on Migration, Policy and Society. Her work highlights the risks faced by Romanian nationals who migrate from rural areas, and whose reliance on personal networks and distrust of state structures make them particularly vulnerable to exploitative work.
- **Eliza Galos** (Director of Advocacy and Research) also does research for the International Organisation for Migration (IOM) in Zurich, Switzerland. She has over four years of work experience in the third sector in the UK. She has also worked for a local authority and the University of Oxford, on migration and employment

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- **Adelina Cega** (Director of Services) supports East Europeans into work, as a project worker for St John of God Hospitaller Services. She is also a Street Prostitution Outreach & Engagement Worker for a charity in North London.
- **Laura Chilintan** (Director of Finance and Fundraising) works on project monitoring for Law Centres Network, specifically focusing on a project on EU citizens' access to rights in the UK. She previously worked in the homelessness sector, assisting East Europeans working on the black market.
- **Charles Eddy** (IT Service Manager) has worked in software development for six years specialising in websites particularly in eCommerce applications. With a background originally in the sciences he has also worked for a primary care trust

8. Job commencement date: as soon as possible.

9. Remuneration

The role is voluntary. It is expected to become paid once funding is secured. Travel expenses for charity-related activities are reimbursed.

10. How to apply

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