



## Solicitor/Senior Caseworker

**Job Title:** Solicitor/Senior Caseworker

**Reporting to:** Senior Solicitor

**Deadline:** 7 September 2025 (midnight)

**Interviews:** 10 September 2025 and on a rolling basis as applications are received.

**Role:** Full-time, primarily remote working (requires occasional travel)

**Salary:** Minimum £42,000 per annum, maximum depending on experience, with 5% employer pension contributions

**Holiday Entitlement:** 25 days per annum (plus bank holidays), rising by 1 day per year (max +5), additional festive closure and paid dependant leave

## Application Process

Applications must include both (1) a cover letter (max two pages) that addresses the essential criteria in the person specification, with brief examples; and (2) a CV (max two pages). Applications that do not include both will not be shortlisted.

**Email your application to:** [recruitment@seraphus.co.uk](mailto:recruitment@seraphus.co.uk).

## Job Description

### About Seraphus

Seraphus is a fully remote, values-led UK firm specialising in immigration law and European citizens' rights. We deliver online advice at scale (with Free Movement), legally aided and privately funded services, and sector-shaping policy work with the European Commission, the Scottish Government, the Greater London Authority and leading charities.

### About the Role

We're hiring a Solicitor or Senior Immigration Caseworker to run impactful, varied casework while contributing to training, partnerships and policy projects. You will be on a supported pathway to supervision and join a collaborative, multidisciplinary team modernising how immigration advice is delivered across the UK.

## Key Duties and Responsibilities

### Overview

- One-to-one specialist advice primarily in personal and business immigration.
- Offer thorough, high quality, accurate, and timely casework.
- Maintain accurate record keeping, contact, and reporting.
- Actively create and develop professional relationships.
- Provide signposting and referrals where required and appropriate.
- Ensure compliance with the office manual and internal working practices.
- Develop supervision skills and assist the Senior Solicitor with supervision duties.
- Bring a client following to create and develop a caseload.
- Take on additional duties as the service develops.

### Case Management

- Deliver pro-active casework that has continuous forward momentum.
- Accurate and efficient onboarding.
- Transparent and agreed costs at the outset.
- Prepare and agree on a case-plan with clients.
- Active task management in accordance with the case-plan.
- Progress, review, record, and manage an active caseload.
- Take ownership and complete administrative casework tasks.
- Deliver work in accordance with client expectations and maintain high quality.
- Record, monitor, and action deadlines and tasks in a timely manner.
- Monitor and oversee approved third-party support for cases.
- Contribute to management information and other required data.
- Regularly review case files to ensure accuracy, completeness, and next steps.
- Identify potential risks and develop strategies to mitigate them.

### Client Care

- Maintain records and handle all correspondence promptly.
- Maintain up to date central diaries and records.
- Ensure accurate financial case management.
- Identify and advise on legal issues, evolve case-plan as required.
- Manage client relationships and expectations with clear, timely communications.
- Balance empathy with clarity, maintain boundaries while setting realistic expectations.
- Maintain client confidentiality and professional communication.
- Ensure clients are aware of service standards and complaints procedures.
- Strengthen client agency: explain rights, process and realistic outcomes in plain English, and agree next steps together.
- Encourage and support client feedback and improve service quality.

### Financial Management

- Strong cost controls, planning and monitoring work within agreed fees.
- Comply with internal financial controls and instructions.
- Ensure private clients pay the required sums in advance.
- Agree disbursements in advance, ensure swift payment.
- Prepare financial reports and summaries for supervision review.
- Maintain a professional profile that generates referrals and new instructions.

## **Teamwork**

- Encourage and support continuous development among team members.
- Prepare and update templates to support our work.
- Share insights, learnings, and updates with the team.
- Support colleagues with casework during absences.
- Collaborate with other departments to ensure seamless case management.
- Participate in regular team meetings to discuss case progress and strategies.
- Share and celebrate your and your team's work online.

## **Training, Development and Engagement**

- Stay current with changes in the law.
- Suggest and create content for the Seraphus website.
- Engage with stakeholders on immigration issues to benefit our sector.
- Develop and enhance skills through regular feedback.
- Active participant in performance reviews.
- Maintain a Training and Development Plan in partnership with the supervisor.

## **Person Specification**

### **Essential**

- Solicitor, accredited to IAAS Senior Caseworker or IAA Level 3.
- At least two years' experience in immigration and asylum law.
- On a supported pathway to supervision, keen to mentor others and grow into a supervisor role.
- Strong knowledge across key (personal and/or business) immigration routes.
- Confident managing an active, high-quality caseload.
- Ability to work with clients from different backgrounds and needs.
- Comfortable working fully remotely using digital tools.
- Organised, values-driven and trauma-informed.
- Demonstrated ability to attract clients through reputation and networking.
- Proficiency in using case management systems for efficient case handling.
- Excellent and tailored written and oral communication.
- Ability to handle client relations professionally and at the highest levels.
- Develop and evolve legal resources.
- Excellent organisational skills, independently prioritise and manage deadlines.
- Collegial and professional manner supporting effective team relationships.
- Works to the highest professional and ethical standards with demonstrable commitment to the core values of Seraphus.
- Up to date DBS check (this can be obtained after the job offer) and right to work.

### **Desirable Competencies**

- IAAS Supervisor's qualification, supervision/training experience.

**If you're not sure you meet every point, please apply.** We hire for potential as well as experience.