Client Services and Operations Coordinator

Freelance · remote · 4.5 hours a week to start

£20 an hour for the initial engagement, rising to £25 an hour as the role extends to further workstreams

About WheelieQueer

We are a specialist welfare benefits advice, casework, training and consultancy service, established in April 2021 and based in Benton, North Tyneside. We work with clients across the UK, Ireland and the Isle of Man.

WheelieQueer is Deaf-led, disabled-led and LGBTQ+-led, and most of the people we support are Deaf, disabled, neurodivergent or LGBTQ+. Accessibility is how we work, not something we add on afterwards.

The role

We are looking for someone to take ownership of the routine administration that sits around our client casework — the follow-up, the chasing, the keeping track — so that it happens reliably and our advisers stay on the work only they can do.

> **This is not an advice role.** You would not be advising clients about their benefits, interpreting evidence or making decisions about entitlement. You would be making sure everything around that runs properly.

What you would be doing

To begin with, two things:

- **Routine client follow-up correspondence** — writing to clients about progress, next steps and what happens when, within agreed limits
- **Chasing outstanding documents, agreements, forms and information**, and keeping track of what is still missing

> **You would take each task from allocation through to completion** — including recording what has been sent, what has come back and what is still outstanding. Closing the loop is the job, not just sending the message.

In time, the role could extend to preparing and sending client session summaries from adviser-approved information, sending approved fee explanations and invoices, maintaining case administration and follow-up dates in our case management system, administrative coordination between advisers, and general business administration.

Where the line sits

You would

- Send summaries prepared from adviser-approved information
- Send fee information that has already been agreed
- Chase missing documents, forms and signatures
- Answer questions about process — what to send, where, by when
- Record a concern and pass it to the right person

You would not

- Give advice, or add to advice already given
- Interpret evidence or judge whether it is enough
- Answer questions about entitlement or likely outcome
- Decide what is chargeable
- Decide how a concern is handled

Anything that is advice, or might be, goes to the client's adviser. We would always rather you asked than guessed.

What we are looking for

- Clear, warm, accurate written English. Most of this role is writing to clients
- Care with detail, and a reliable way of keeping track of many small outstanding things

- Good judgement about when something is beyond your remit
- Comfortable working independently for a few hours a week without day-to-day direction
- Discretion with personal and financial information
- Some understanding of welfare benefits is useful but not required. Knowing what you do not know matters more

The arrangement

- **Freelance and self-employed.** You would invoice us monthly and be responsible for your own tax and National Insurance
- **4.5 hours a week** to begin with, with potential to increase by mutual agreement as the role develops
- **£20 an hour for the initial engagement**, covering the two workstreams above, **rising to £25 an hour** as the role extends to further workstreams
- You choose your own working hours, where you work and how you organise the work. We agree what needs doing and by when, not when you sit down to do it
- Remote, using your own computer
- What you need in order to write to a client comes from that client's adviser or from the case record, so you are not waiting on one person to pass things along
- A basic disclosure check is needed (DBS, Disclosure Scotland or AccessNI depending on where you live). We arrange and pay for it
- You would be handling confidential client information, and would be asked to agree our data protection and confidentiality terms

Access

Apply in writing or in BSL video. Both are considered equally and neither is preferred. If you need the application in another format, or any adjustment to take part, tell us and we will arrange it. Any access costs for taking part in recruitment are ours, not yours.

How to apply

Send a short CV, or a summary of your experience, together with your answers to the questions below, to **info@wheeliequeer.net**. Answers can be written or recorded in BSL. Short answers are fine — we are not looking for essays.

Closing date: Wednesday 16 December 2026. Early applications are encouraged. Applications will be reviewed on a rolling basis, and we may close this opportunity before the advertised deadline if we find a suitable candidate. We encourage anyone interested to apply as soon as they are ready.

Questions

1. A client emails to ask when they will hear about their appeal. Their adviser has already told them it is likely to take several months, and the client sounds worried. How would you reply?
2. A client replies to a summary you have sent and asks whether a change in their medication will affect their claim. What do you do?
3. You are working through routine client follow-ups when you come across an email nobody has answered, about an appeal deadline two days away. What do you do, and how do you make sure the other tasks are not forgotten?
4. This role means working on your own for a few hours a week without day-to-day direction. How do you organise your own work, and how do you decide what comes first when several things need attention?
5. Tell us about a time you were responsible for keeping track of a lot of small outstanding items — chasing people, following things up, making sure nothing was lost. What did you do, and what went wrong, if anything did?
6. Our clients tell us personal things about their health, their money and their lives. Working from your own equipment, how would you keep that information secure?
7. WheelieQueer is led by Deaf, disabled and LGBTQ+ people, and most of our clients come from those communities. What is your understanding of, or connection to, them? There is no expected answer here, and no disadvantage in having no personal connection.