

# Immigration Adviser

## Job Pack

Thank you for your interest in working at Bradford and Airedale Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

## Our values-

**We're inventive** - We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible** - We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

### We're local

We have offices in Bradford and Keighley, and deliver outreach sessions for clients across Bradford & Airedale. Last year, we supported over 3,500 clients with around 40,000 issues, including Welfare Benefits, Money Advice, Housing and Immigration.

### We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

### We're listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

## The application process

### Stage 1

You are required to submit a copy of your CV, proof of your qualification(s) and a cover letter, to [admin@bradfordcab.com](mailto:admin@bradfordcab.com) this will be screened against the role description and person specification.

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.
- At least one example of your previous experience (paid work or volunteering) for each person specification.

**Should this information not be included, your application for the role will not be taken forward**

## Stage 2 The Assessment

You will be invited to conduct an online assessment to demonstrate your immigration knowledge. You will submit your assessment which will be scored and should your assessment score above 65% you will be invited to stage 3.

## Stage 3

You be invited to a formal panel interview.

## The organisation and team

The role you're applying for is: **Immigration Adviser**

## The Role

<b>Role</b>	Immigration Adviser (Accredited to Immigration Advice Authority / Office of Immigration Commissioner Level 2+)
<b>Location</b>	Min 2x days at the Bradford office per week (hybrid considered for the right candidate)
<b>Salary</b>	£27,000 – £32,000 FTE dependant on experience (pro rata where required)
<b>Hours</b>	Between 30 – 37 hours per week
<b>Reporting to</b>	Immigration Services Manager

As an organisation Bradford and Airedale Citizens Advice & Law Centre, we have a national reputation across the Citizens Advice network as experts of immigration knowledge and service delivery. We are accredited to the highest level within the Immigration Advice Authority (IAA formally Office of the Immigration Services Commissioner (OISC)) and Immigration and Asylum Accreditation Scheme (IAAS) – this means we can provide immigration advice to all levels, including to appeal and judicial review. We are now looking to recruit an ambitious individual to join our growing team.

The candidate will be an Immigration Adviser of at least 2 years' experience with a valid OISC/IAA level 2 or 3 accreditation.

The Immigration Adviser will have experience of delivering immigration advice across multiple channels including telephone work and be able to ascertain what level of accredited immigration advice a client is needing.

They will be able to handle their own caseload of matters from instruction through to completion, acting on behalf of clients. You will liaise with contacts within the Home Office to find resolutions for clients and you will understand the importance of security and data protection.

<b>Closing date</b>	Monday 23 <sup>rd</sup> June 2025 at 12noon Or when suitably qualified candidate is found
<b>Assessment Date</b>	To be arranged with candidate
<b>Interview date</b>	To be arranged with candidate

## Role Profile

Key accountabilities	Key elements & tasks
Immigration Law Advice and Research & Campaigns Work	Interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities
	Undertake detailed assessment, advice and assistance on immigration/ asylum matters
	Negotiate with other services/ stakeholders to obtain sources of evidence other agencies as required in order to progress cases effectively
	Maintain a caseload of clients working proactively to ensure advice delivered is appropriate and within agreed deadlines
	Prepare any necessary case papers and ensure that these are correctly recorded along with key dates, information etc. in the format as required
	Research and explore options and implications so that clients can make informed decisions
	Act for the client where necessary using appropriate communication skills and channels
	Ensure that all work meets quality standards and the requirements of the organisation
	Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
	Support our research and campaigns work through various channels including case studies, data collection and client consent

Performance, Personal Management and Administration	Take ownership for monitoring own workload e.g. proactively reviewing when new cases are taken on, progress on current cases, outcome of completed cases and quality control
	Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; targets and outcomes; and reporting progress
	To comply with operational management systems of supervision, objectives, appraisal and induction
	Meeting agreed targets as set by your line manager
	To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information
	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role.
	Ability to support others in their growth in the service.
Training	To ensure through reading, training and consultancy, that your own level of knowledge around Immigration law is up-to-date and that this is disseminated as appropriate
	To identify your own training needs in conjunction with the designated lead/ supervisor and be prepared to undertake appropriate training in line with your training and progression plan and ensure you maintain CPD
	Take all re-accreditation exams as appropriate for the role
	Be willing to work towards Immigration and Asylum Accreditation Scheme (IAAS) qualifications
Other duties and responsibilities	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Be an active member of the wider team, acting and support colleagues in a collaborative way

	To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice
	To comply with all published organisational policies and procedures
	Work flexibly to undertake such other reasonable duties and responsibilities
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	



## Person specification

(all criteria are essential unless otherwise indicated)

<b>Experience</b> (through paid or voluntary work)
At least 2 years experience of delivering immigration law advice
Experience of providing Immigration Advice at first contact with a client over multiple channels
Experience of delivering advice within a social welfare context (desirable)
Experience of providing advice regarding Appendix Victim of Domestic Abuse and change of conditions (desirable)
Experience of working to targets
Experience of flexible working, according to business need, while balancing multiple priorities and managing a high workload
Experience of flexible working according to business demand
Experience of communicating effectively, both orally and in writing, with a wide range of people
Experience of accurately drafting letters, reports and complex applications and presenting work in a clear layout
<b>Knowledge and Understanding</b>
Demonstrable understanding and awareness of the relationship between immigration law and other areas of Social Welfare Law
Demonstrable understanding of the changing landscape of immigration advice

Literate and numerate to the level required by the tasks
A thorough understanding of professional boundaries and the issues surrounding confidentiality and data protection
<b>Qualifications and Training</b>
Accredited IAA/OISC Level 2 at time of application (evidence required)
Accredited IAA/OISC Level 3 at time of application (evidence required) - desirable
A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas
<b>Skills and Abilities</b>
Ability to interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
Ability to contribute as a member of the team but also work on own initiative and without close supervision
Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods
The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners
Excellent verbal, written & numerical skills
<b>Additional Factors</b>
Ability and willingness to work as part of a team and a commitment to collective team responsibility
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout
Proven ability to use cloud-based systems and IT packages
Awareness that Citizens Advice clients are at the heart of everything we do

**In accordance with Citizens Advice national policy, we will need the successful candidate to be screened by the DBS to an advanced level. However, a criminal record will not necessarily be a bar to your being able to take up the job.**