

<b>Citizens Advice Bury and Bolton – Job Role</b>	
Job Title	Accredited Immigration Adviser
Reports To	Immigration Casework Manager
Accountable To	Director of Advice Services
Location	Working across Bury & Bolton, and designated outreaches as required
Hours	35 hours per week
Salary	£21,000 - £26,000 (depending on level of accreditation and experience)

<b>Role Context</b>
<p>This is a busy and exciting time to join Citizens Advice – two local offices, have recently merged creating Citizens Advice Bury and Bolton (CABB). At CABB, we are at the forefront of service delivery across a number of specialist areas. We have a national reputation across the Citizens Advice network, of over 280 local offices, as experts of immigration knowledge and service delivery.</p> <p>Working across CABB, the post will work provide reliable and effective provision of Social Welfare Law advice, focusing on Immigration across CABB and its services.</p> <p>The organisation offers both Legal Aid funded services to clients and a private fee-paying, not for profit, service. The post holder will be required to work across both these areas.</p>

<b>Role Purpose</b>
<ul style="list-style-type: none"> <li>a) To deliver immigration/ asylum related legal advice via the full range of communication channels available, appropriate to the needs of the service and clients</li> <li>b) To deliver Social Welfare Law assessment and legal advice to quality standards in the relevant subject area competently</li> <li>c) To proactively manage a caseload of clients, ensuring deadlines are met</li> <li>d) To act as a specialist resource on immigration law to advisers working across CABB, and its services.</li> </ul>

<b>Main Duties and Responsibilities</b>
<p><b>Immigration Law Advice, Research and Campaigning Work:</b></p> <ul style="list-style-type: none"> <li>• Maintain a caseload of clients working proactively to ensure advice delivered is appropriate and within agreed deadlines</li> <li>• Prepare any necessary case papers and ensure that these are correctly recorded along with key dates, information etc. in the format as required</li> </ul>

Citizens Advice Bury and Bolton 26-28 Mawdsley Street, Bolton BL1 1JL

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- Develop and maintain administrative systems for case recording, regularly review cases, monitoring of own workload, information retrieval and statistical recording of caseload as specified
- Maintain and keep up to date clear and understandable case sheets, records, files and statistics
- Undertake detailed advice and assistance on immigration/ asylum matters
- Prepare for and represent at hearings, where appropriate
- Monitor advice enquiries around Social Welfare law for administration/ research and campaign purposes
- Develop and maintain reference and background information around immigration and asylum issues
- Deliver advice to clients with immigration/ asylum queries, liaising with colleagues on wider Social Welfare Law matters
- Deliver second tier support to paid staff and volunteers on appropriate Social Welfare Issues
- Negotiate with other services/ stakeholders to obtain sources of evidence other agencies as required in order to progress cases effectively

**Performance, Personal Management and Administration:**

- Work flexibly to provide adequate cover for all aspects of the service
- Take ownership for monitoring own workload
- Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements; targets and outcomes; and reporting progress
- Actively engage in opportunities for learning and development at an individual and team level
- Comply with operational management systems of supervision, objectives, appraisal and induction
- Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

**Service Development:**

- Assist with the development of the service
- Liaise with internal and external stakeholders, as required
- Identify and feedback improvements to services and systems

**Training:**

- Ensure through reading, training and consultancy that your own level of knowledge around Immigration is up-to-date and that this information is disseminated
- Ensure your own accreditation/ training requirements is reviewed/ met
- Identify your own training needs in conjunction with line manager and be prepared to undertake appropriate training
- Deliver training (internally and/ or externally), either through formal training sessions, or 'on the job' coaching to colleagues

## General Duties

- To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice locally and nationally
- To ensure service users' and professionals' experience of Citizens Advice Bury and Bolton is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users
- To attend meetings at appointed times, maintain professional service user records and meet deadlines
- To work flexibly across the whole service, including providing late working cover/ support as required
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times
- To comply with all published Citizen Advice Bury and Bolton policies and procedures
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work
- Participate in undertaking periodic reviews of this job description for consideration by the Trustee Board
- To undertake any other tasks as directed by Leadership Team.

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<b>Assessment Criteria</b>	
All criteria are Essential unless otherwise indicated	<b>A:</b> Application – assessed at application stage
	<b>I:</b> Interview – assessed at assessment/ interview stage
<b>Experience</b> (through paid or voluntary work)	<b>A / I</b>
Experience of delivering immigration law advice in a social welfare context	A/I
Experience of working within the remit of a Legal Aid Agency contract (desirable)	A/I
Experience of managing a high caseload	A/I
Experience of flexible working according to business demand balancing multiple priorities	A/I
Experience of communicating effectively, both orally and in writing, with a wide range of people	A/I
Experience of accurately drafting letters, reports and complex applications and presenting work in a clear layout	A/I
Experience of working within an advice and information organisation within the third/ charity sector (desirable)	A/I
Experience of facilitating training sessions to range of audiences (desirable)	A/I
<b>Knowledge</b>	
Understanding and awareness of the relationship between immigration and other areas of Social Welfare Law	A/I
Demonstrable understanding of the changing landscape of Brexit and the impact of EU residents	A/I
A thorough understanding of professional boundaries and the issues surrounding confidentiality	A/I
<b>Qualifications and Training</b>	
Accredited to at least OISC Level 2/ IAAS Level 2, at time of application (evidence required)	A/I
A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas	A/I
<b>Skills and Abilities</b>	
Ability to research, interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment	A/I
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	A/I
The ability and willingness to liaise with outside agencies, and build effective working relationships with stakeholders	A/I
Ability to contribute as a member of the staff team but also work on own initiative and without close supervision	A/I
Ability to monitor and maintain own standards, work on own initiative, prioritise own work, meet deadlines etc	A/I
Ability and willingness to assimilate new information and learn new skills quickly including information technology	A/I

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Additional Factors	
Understand and support the Citizens Advice aims and principles as well as having an awareness of advice work issues and the importance of Research and Campaigning Work	A/I

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