

## **ICN Job Description and Person Specification – Immigration Advisor (part-time)**

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|--------------------------|--|
| Contracted Weekly Hours: | 22.5 – 30 hours  |
| Salary:                  | Pro rata of full-time equivalent salary of £28,500 (actual part-time salary £17,100 – 22,800 depending on hours) |
| Annual Leave:            | Pro rata of full-time equivalent allowance of 5 weeks plus 8 bank holidays                                       |
| Location:                | Bournemouth  |

International Care Network is a Christian charity whose aim is to help to rebuild the lives of refugees, asylum seekers and vulnerable migrants. We are looking for an experienced IAA (Immigration Advice Authority) Immigration Advisor to join the team. The role requires an advisor accredited to deliver IAA Level 2 or Level 3 immigration advice, or a solicitor/barrister with immigration experience. ICN does not deal with work visas or PBS visas, concentrating instead on applications involving family, private life and other human rights matters as well as protection routes. We do not currently take on asylum cases directly but provide information, advice and referral to other organisations for people seeking asylum.

### **Responsibilities**

- To deliver quality IAA regulated immigration advice case work at Level 2 or higher.
- To manage own caseload of matters from instruction through to completion.
- To comply and keep up to date with requirements from the IAA regarding advisor registration and supervision.
- To maintain accurate and detailed records and case files with due regard to data protection law and professional standards.
- To build and maintain warm, trust-based relationships with service users, using sensitive listening skills which allow service users to explain their issues and empower them to set their own priorities.
- To advocate on behalf of service users by communicating with appropriate agencies by telephone, letter and email to progress cases effectively.
- To support a weekly drop-in service by providing information and advice for asylum seekers and refugees.
- To ensure that service users' needs for other services and referrals, including safeguarding, are met through discussion with colleagues and reporting to partner agencies.
- To engage in continuing professional development, ensuring job-relevant knowledge and understanding is up to date, especially that related to asylum and immigration.
- To play an active and positive role in staff and team meetings and be a point of contact for immigration matters for all ICN staff.
- To comply and keep up to date with current ICN policy and procedures, especially in relation to the immigration service.
- To liaise professionally with a range of voluntary and statutory organisations as needed to carry out work duties.
- To represent ICN in relationships with refugees and refugee communities, and with partners and other stakeholders.
- To undertake other tasks as required within ICN to support its service users and general operation.

## Person Specification

N.B: If you do not fulfil all of the criteria below but are interested in aspects of the role, please do still apply explaining your ability and interest. You are welcome to call Kate Holmes (Community Support and Advice manager) on 01202 589395 to discuss.

### Knowledge and Experience

#### Essential:

- IAA accredited at Level 2 or 3 or a solicitor/barrister with significant immigration experience
- At least 12 months of experience of delivering immigration law advice for clients/service users at IAA Level 2 or 3 through paid or voluntary work
- Evidence of commitment to continuing professional development with demonstrable knowledge of IAA standards and current UK immigration law
- Experience of providing immigration advice at first contact with service users both face to face and over the phone
- Used to managing own caseload from instruction through to completion
- Thorough understanding of issues surrounding confidentiality, data protection and safeguarding

#### Desirable:

- Experience of dealing with immigration applications involving family, private life and other human rights matters
- Experience of delivering advice within a charity or voluntary sector organisation
- Experience of working with vulnerable migrants including asylum-seekers and refugees

### Skills, abilities and attributes

#### Essential:

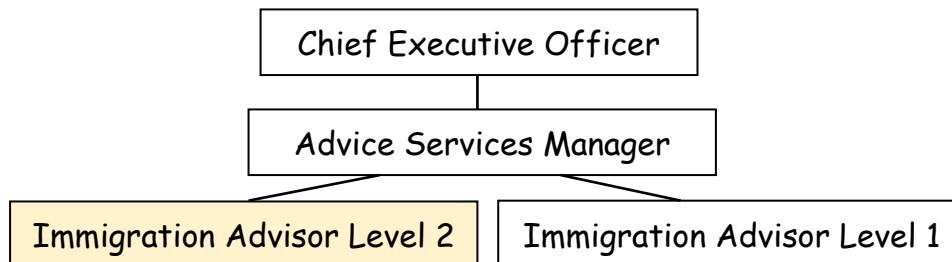
- Excellent interpersonal skills with the ability to build rapport with clients from diverse cultures and backgrounds and liaise effectively with partners and other agencies
- Excellent written and oral communication skills, able to interpret regulations and explain them to clients and colleagues and to produce clear advice and guidance
- Confident to use own initiative but also to know when to escalate concerns
- Strong self-direction and time management with the ability to manage multiple cases and work to strict deadlines without close supervision
- Willingness to work collaboratively with colleagues and partners to ensure the safety and fair treatment of all clients/service users
- Empathetic and able to treat clients/service users with care and compassion without discrimination
- Able to maintain clear and appropriate boundaries in all beneficiary, stakeholder, public and staff relationships
- Transparent and accountable in all matters
- Excellent attention to detail and organisational skills
- Confident using Microsoft Office including Word, Excel and Teams
- Able to relate to people of other cultures and faiths, or none
- Members of staff are required to be sympathetic to the Christian values and ethos of the organisation. Please see the 'Our Story' section of our website for more information (<https://www.icn.org.uk/about-us/our-story/>)

## Additional Requirements

- Eligibility to work in the United Kingdom.
- Enhanced Disclosure and Barring Service (DBS) clearance

## Position in Organisation

- Reports to: Advice Services Manager



*Please note: This job description and person specification are intended as a general guide to the duties and responsibilities of the role and should not be regarded as exhaustive. ICN is an equal opportunity employer, and individuals from all backgrounds are encouraged to apply.*

## Benefits

- Company pension scheme
- A degree of flexibility with contracted hours
- Staff welfare opportunities including clinical supervision and socials
- Training opportunities relevant to role

## How to Apply

To apply for this position, please complete the ICN application form which is available on our website (<https://www.icn.org.uk/support-us/work-for-icn/>) and send your completed form to Kate Holmes (Advice and Community Services Manager), email: [k.holmes@icn.org.uk](mailto:k.holmes@icn.org.uk). Please contact Kate on this email or by phoning 01202 589395 if you have any questions.

- **Deadline for submitting your application: 11.59pm, Friday 15<sup>th</sup> August 2025**
- **Likely interview date: Thursday 21<sup>st</sup> August 2025**