



| Job Role | |
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| Job Title | Immigration Development Manager (Specialist Support) |
| Reports To | CEO |
| Location | Royal Courts of Justice, some travel included |
| Hours | 35 hours per week |
| Salary | £39,692 per annum |
| Term | 12-month fixed term, with possible extension |

| Role Context |
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| <p>We are an exceptional Citizens Advice Service delivering national legal advice services, both front line and second tier, to people unable to afford legal representation and advice. We are based within the Royal Courts of Justice, the Central London Family Court and in sites across Islington where we deliver the local Citizens Advice Service.</p> <p>This post is to manage our specialist immigration advice service delivering a dedicated telephone line for advisers and clients from Local Citizens Advice with EU Settlement queries. You will be accredited to level 3 OISC and could be a solicitor and will have previous experience of project and line management.</p> <p>We are happy to explore secondments for this role.</p> |

| Role Purpose |
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| <ul style="list-style-type: none">a) Establish and oversee the delivery of a specialist immigration phone serviceb) Closely monitor demand on the service, prioritising resources where requiredc) Develop and maintain strong stakeholder relationships, internally and externallyd) Provide line management for all staff working within the projecte) Respond to OISC level 2 & 3 queries and lead on appeals together with solicitorsf) Research and develop briefings to highlight trends and policy issues with decision makers |

Main Duties and Responsibilities

Project Management:

- Provide day to day project management of the phone and SKYPE service
- Lead on ensuring staff are familiar with client journey and case management
- Closely monitor demand on the service, prioritising resources where required
- Review completed records (including listening to calls) to ensure accurate and high quality, taking corrective action, where required
- Proactively review service delivery and information, (qualitative and quantitative), identify trends and undertake subsequent analysis
- To manage rotas, service cover, sickness and annual leave reporting issues to CEO.

Performance, Personal Management and Administration:

- Work flexibly to monitor activity within the specialist immigration EU service, supporting the delivery of the service where appropriate and specifically in OISC level 3 responses
- To take ownership for monitoring own workload
- To 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 actively engage in opportunities for learning and development at an individual and team level, ensuring appropriate progression
- To comply with operational management systems of supervision, appraisal and file reviews
- Provide written and/or oral updates, suitable for a range of audiences (both internal and external), as required.

Service Development:

- To assist with the development of the service across the Citizens Advice network, publicising work as and when necessary
- Liaise with relevant outside agencies, (voluntary and statutory), other Local Citizens Advice, specifically Bolton and Stoke, and other stakeholders
- Identify and feedback improvements to services and systems
- Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed and dignity at work is upheld
- Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role.

Training:

- To identify your own training needs in conjunction with line manager and be prepared to undertake appropriate training
- Provide training and support to team members.

General Duties

- To act at all times to uphold the good reputation of RCJ Advice
- To ensure service users' and professionals' experience of RCJ Advice is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users
- To commit to our behaviours:
 - ✓ Commitment to Citizens Advice aims and principles
 - ✓ Respect for each other - and other people
 - ✓ Being a great team whilst being individually accountable
 - ✓ Communication being focused
 - ✓ Passion for health & safety and wellbeing
- 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 RCJ Advice 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
- To undertake any other tasks as directed by our Leadership Team.

| Assessment Criteria | |
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| All criteria are <u>Essential</u> unless otherwise indicated | A: Application - assessed at application stage |
| | I: Interview - assessed at assessment/ interview stage |
| Experience (through paid or voluntary work) | |
| At least 2 years' post qualified, experience of delivering immigration law advice and information | A/I |
| Experience of managing staff (including delivery of supervision), across multiple locations, proactively addressing underperformance | A/I |
| Experience of working within an advice and information organisation within the third/ charity sector | A/I |
| Experience of accurately drafting qualitative and quantitative reports and complex applications and presenting work in a clear layout | A/I |
| Experience of flexible working according to business demand | A/I |
| Experience of communicating effectively, both orally and in writing, with a range of people | A/I |
| Knowledge | |
| Understanding and awareness of the relationship between immigration and other areas of law | A/I |
| Demonstrable understanding of the changing landscape and the impact of EU residents | A/I |
| A thorough understanding of professional boundaries and the issues surrounding confidentiality | A/I |
| Qualifications and Training | |
| Accredited to at least OISC Level 3 at time of application | A/I |
| A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas | A/I |
| Skills and Abilities | |
| Ability to work on own initiative, without close supervision, proactively manage a varied workload, ensuring deadlines are met | A/I |
| Ability to interpret regulations and explain them to colleagues (internal and external) | A/I |
| Ability to identify and research trends, providing reports | 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 |

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| Ability and willingness to assimilate new information and learn new skills quickly including information technology | A/I |
| Demonstrable ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production | A/I |
| 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 campaigns work | A/I |