

# Candidate information pack Immigration Caseworker

We must  
keep on protecting  
each other.



HANDS



FACE



SPACE

**citizens  
advice**

**Stevenage**

cyngor ar bopeth  
citizens advice  
cyngor ar bopeth  
citizens advice



## Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

### Want to chat about this role?

If you want to chat about the role further, you can contact Melanie Bel Haj by emailing [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)





## **We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

## **3 things you should know about us**

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 independent local Citizens Advice services across England and Wales.
2. 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.
3. 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.

## Immigration Caseworker

**Reporting to:** Advice Quality and Operations Manager

**Department:** Advice Services

**Hours:** 37.5 per week

**Salary:** £24,784.50 - £28,560

**Holidays:** 27 days plus Bank Holidays: (Pro-rata)

**Location:** Office in Stevenage and travel across Hertfordshire where required by role.

## Purpose of the Job

Working within the aims, policies and principles of the Citizens Advice Service to deliver immigration casework across Hertfordshire.

The project will enable us to provide better support for asylum seekers and refugees across Hertfordshire who are experiencing problems with their immigration status. Immigration advice is regulated by the Immigration Advice Authority (IAA) and is split into three levels – from basic advice at Level 1 to the highest grade of advice at Level 3. All Citizens Advice services are permitted to provide advice at Level 1. However, in practice, immigration advice at all levels is complex and requires rigorous training and expertise. In conjunction with the IAA training, our Immigration Caseworker will be expected to directly support clients to understand their rights and options, and to administer casework on their behalf throughout the project. This role also provides the opportunity for the postholder to train and qualify to deliver IAA Level 2 immigration advice. The Immigration Caseworker will also work closely with partners across the county who are delivering services to support asylum seekers and refugees.

# Job Description

## Advice & Casework

- Interview clients using sensitive listening and questioning skills, supporting them to explain their problem(s) and identify their priorities.
- Use Citizens Advice resources to research and communicate relevant and accurate information.
- Provide information and advice across the Immigration advice area and consider other associated main enquiry areas and ensure appropriate next steps are taken to support the client with these.
- Provide in-depth casework where required Immigration advice area and consider other associated main enquiry areas and ensure appropriate next steps are taken to support the client with these.
- Work with clients to explore available options and help them make informed decisions.
- Ensure all work complies with Citizens Advice policies, the Advice Quality Standard, and internal quality assurance processes.
- Maintain accurate case records to ensure continuity, statistical reporting, and effective service delivery.

## Research & Campaigns

- Support the service's research and campaigns work by identifying and recording social policy issues observed in client cases.
- Participate in research and campaign activities as appropriate, with guidance from supervisors.
- Alert clients to research and campaign options.
- Provide anonymised case examples when requested.

## Administration

- Use Citizens Advice systems and IT tools for case recording, document production, and data entry.
- Follow agreed administrative procedures and maintain confidentiality at all times.

## Public Relations

- With support, develop professional relationships with relevant external agencies.
- Represent the organisation appropriately and positively in dealings with external bodies, both statutory and non-statutory organisations.

## **Training & Professional Development**

- Successfully complete the Citizens Advice Adviser Learning Programme, including Specialist Immigration Training.
- Participate in regular learning and development activities, including workshops, team training sessions, and e-learning modules.
- Keep up to date with relevant legislation, policies, and procedures, with support from the supervisor and learning resources.
- Take responsibility for identifying personal learning needs and engage actively with development opportunities.
- Engage with the IAA Level 2 training plan once we have agreed to a timeline to achieve this. This may require you to ongoing external support and supervision from another Local Citizens Advice, our national organisation or an external organisation. You may be expected to travel to complete this training, and you will be able to use our Expenses Policy to recover your expenses. This will be discussed more with the successful candidate at the induction and as they progress through their training.

## **Other Duties / Responsibilities**

- Make outreach visits, when necessary, under supervision and once appropriate training has been given.
- Carry out any other reasonable tasks in line with the purpose and level of the role.
- Uphold and promote the aims and values of the Citizens Advice service.
- Abide by health and safety policies and take personal responsibility for maintaining a safe working environment.

## Person Specification | What you need to do this job

1. Experience in working with vulnerable people and ability to work in a sensitive manner with our clients, who are often vulnerable individuals from varying backgrounds needing high levels of support.
2. Knowledge and experience of casework for immigration applications.
3. Experience of working with one or more diverse communities.
4. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
5. Ordered approach to workload and an ability and willingness to follow and develop agreed procedures.
6. Understand the issues involved in interviewing clients.
7. Numerate to the level required in the tasks.
8. Ability to use IT in the provision of advice and the preparation of reports and submissions.
9. Ability and willingness to work as part of a team.
10. Ability to monitor and maintain own standards.
11. Demonstrate understanding of social trends and their implications for clients and service provision.
12. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

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

## **Application Process:**

To apply, please send your CV and a supporting statement addressing each point in the person specification, in the order listed. Use examples and evidence to demonstrate how you meet the criteria.

Submit your application to [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)

Incomplete applications may not be considered.

We are an equal opportunity employer. If you have any requirements (e.g. for attending an interview) please note these clearly on in your letter.

## **Interview Process:**

We are currently accepting applications for this role, and the position will remain **open until we have appointed the right candidates. We reserve the right to close the vacancy at any time** once a suitable appointment has been made. We therefore encourage early applications to avoid disappointment.

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

## **Our selection process consists of three stages:**

- Stage 1 – Telephone Interview:  
Initial interviews will take place via telephone.
- Stage 2 – Formal Interview (In-Person):  
Candidates who are successful at Stage 1 will be invited to our Stevenage office for a formal face-to-face interview.
- Stage 3 – Practical Activity & Final Q&A:  
Following the formal interview, candidates will complete a short activity and have the opportunity to ask any final questions.

**Please note that Stages 2 and 3 will take place on the same day.**

# Guidance notes for applicants

## Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We represent a diverse community, and we want our staff to reflect that diversity. We therefore welcome applications from candidates from under-represented communities. If you feel you meet some of the criteria but not all, we hope you will enquire and learn more. We will support you to further develop your skills accordingly.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

## Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## Criminal convictions

Anyone who applies to work within Citizens Advice Stevenage will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Stevenage – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## Addressing each point of the person specification

This is a key section of the application 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. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.





[www.castevenage.org.uk](http://www.castevenage.org.uk)

**Candidate Briefing Pack**

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