



Job Title: Immigration Adviser OISC Level 1 (Spanish Speaker)

Salary: £31,000 per annum pro rata

Pension: Government Workplace NEST Pension Scheme

Hours per week: Part-time (14 hours per week) with possibility of extension after probation

Location: On-site at Latin American House (NW6 4TA)

Reports to: Head of Operations

Responsible for: Up to two volunteers

Contract: Fixed term (one year) with possibility of extension

Pre-employment requirements: Enhanced DBS check and Right to Work in the United Kingdom (UK)

Additional benefits: Paid OISC Level 2 Training

Deadline to apply: We encourage applicants to apply as soon as possible, as applications will be reviewed on a rolling basis. Our aim is to recruit the most suitable candidate for the job, and we welcome applications from individuals of all backgrounds. We particularly encourage applications from those who identify as members of minoritised groups, as well as from Latin Americans and individuals

with lived experience of migration and/or second generation to better reflect the community we serve.

About Latin American House

Latin American House (LAH) is an organisation led by and for Latin Americans in the UK. Our work is dedicated to support the needs of the Latin American community in London and beyond, particularly those most disadvantaged or at risk enduring living and working conditions in low paid jobs, facing barriers to social protection, elderly and without skills or knowledge of social support systems in the UK. The individuals and families using our services benefit from efficient and practical support, learn new skills and improve their own opportunities. We strive to provide essential tools to Latin Americans to empower themselves in their pursuit of personal and social change.

About the role

The Immigration Adviser at LAH will provide advice and assistance on basic visa and immigration matters, including handling straightforward cases, often referred to as "initial advice" or "entry-level advice." You will assist LAH service users with applications within the immigration rules including visitor visas, Spouse and dependent visas, straightforward EU Settlement Scheme applications, extensions of leave and Settlement and British citizenship applications, offering advice on non-complex immigration rules and regulations, and explaining to LAH service users the relevant procedures, helping them to complete application forms and gather necessary supporting documents.

LAH's Immigration Advice service is currently provided in partnership with Seraphus, an external law firm. This collaboration offers valuable career development opportunities for the right candidate, including mentoring and the chance to shadow one of their experienced practitioners.

Main duties and responsibilities

Service Delivery and Casework Management

- Efficiently responding to LAH service users' inquiries while creating a friendly, warm, and welcoming environment
- Providing one-to-one specialist high-quality immigration advice at OISC Level 1 on basic immigration matters, including visitor visas, Spouse and dependent visas, straightforward EU Settlement Scheme applications, extensions of leave to remain, Settlement and British citizenship applications, providing guidance on eligibility and ensuring LAH service users understand their rights and obligations
- Representing LAH service users by completing straightforward application forms, such as visa and leave to remain applications, and assisting them in gathering and preparing the necessary documentation for their applications, maintaining professional conduct with LAH service Users at all times
- Liaising with the Home Office and other relevant authorities on behalf of LAH service users for non-complex matters and submitting high standard applications to the Home Office
- Assisting LAH service users with correspondence related to their applications or immigration status
- Recognising when a case is beyond the scope of OISC Level 1 authorisation, such as appeals, asylum cases, or more complex immigration matters, and referring these to higher-level advisers or solicitors

- Operating within professional boundaries, ensuring confidentiality is maintained at all times

Monitoring and Evaluation

- Maintaining accurate records and case files, ensuring all advice and actions are properly documented, adhering to OISC Code of Standards and AQS
- Overseeing administrative systems for case management and partaking external file reviews and supervision as instructed, tracking workload, and monitoring submitted applications and their outcomes
- Assisting in demonstrating the impact of our work by recording clear and detailed case notes in our database and tracking outcomes against project targets, identifying challenges and issues affecting the LAH community, all of which will be used to inform our provision
- Providing LAH management with necessary information on the Immigration Advice service, including case studies, detailed reports, and relevant data when required

Professional Development

- Participating in learning and evaluation sessions with partner organisations as relevant
- Attending regular staff and other team meetings as required
- Undertaking OISC Level 2 training procured by LAH
- Staying current with legislative changes and policy updates affecting individuals' rights to remain in the UK, and adhering to best practices set by the Office of the Immigration Services Commissioner (OISC) and Advice Quality Standard (AQS)

Other Accountabilities

- Ensuring that work is carried out in accordance with LAH's policies and procedures as well as with the OISC and AQS Code of Standards
- Participating in regular one-to-one sessions for both service and professional development purposes, including regular supervision to assess the quality standard of advice work
- Working closely and collaboratively with other advisers, staff team members, interns, trainees, and volunteers as needed to address the holistic needs and circumstances of LAH service users
- Supporting the preparation for audits by the OISC and AQS, as well as for internal and external reports
- Collaborating with the Head of Operations to ensure the smooth running of the service and implement an efficient administrative strategy
- Conducting workshops and presentations on immigration matters as instructed
- Assisting in creating, maintaining, and distributing relevant informational materials and resources for both the team and service users

Person Specification

Competency	Specification	Essential	Desirable
Education and Experience	Level 1 OISC Accreditation	✓	
	A relevant qualification in at least one of the following : NVQ IAG Level 3, Law, Migration Studies or related field	✓	
	Minimum six months experience providing immigration advice and/or	✓	

	casework at OISC Level 1		
	Excellent command of English and Spanish both orally and in writing	✓	
	Experience of using an online based Client Management System (CMS) (i.e. AdvicePro, Lamplight, Views)	✓	
	Experience providing immigration advice under Legal Aid contracts		✓
	Experience delivering immigration advice to vulnerable communities, either on a pro bono basis or through a not-for-profit organisation		✓
Knowledge and Understanding	A thorough understanding of the needs and issues facing the Latin American community in the UK	✓	
	A commitment to integrate equal opportunities principles and anti-discriminatory practice in all aspects of your work	✓	
	Working knowledge of GDPR provisions and ability to reflect these in case administration	✓	
	Strong proficiency in using software packages such as Google Workspace, Excel, Microsoft Word, and PowerPoint for effective data management, as well as creating documents and presentations.	✓	
	A commitment to continuous professional development, including a willingness to self-develop own knowledge and skills	✓	

	Understanding of the UK immigration system and its intersections with other legal areas, such as family law and welfare benefits	✓	
	Working knowledge of the Legal Aid process in the UK		✓
Skills and Abilities	Written skills suitable for writing letters on a service user's behalf and making good case records	✓	
	Outstanding telephone and IT skills, including computer literacy, internet navigation and email management	✓	
	Exceptional online research and analytical skills, enabling the effective gathering of case law and country of origin information	✓	
	Ability to provide high-quality immigration advice and casework at OISC Level 1 with minimal supervision	✓	
	Ability to manage own workload, meet deadlines and work under pressure	✓	
	Outstanding communication and interpersonal skills, with an approachable and empathetic demeanour	✓	
	Self-motivated, resourceful and flexible	✓	
	Excellent attention to detail	✓	
	Ability to delegate tasks to interns, trainees, and volunteers effectively		✓
	Basic proficiency in spoken		✓

	Portuguese		
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Other requirements or conditions of the role

- As a qualified immigration legal adviser at OISC Level 1, you must work within your competency and refer LAH service users to higher-level advisers or legal professionals if a case becomes too complex, involves appeals, or exceeds your level of authorisation
- You might be requested to participate in occasional organisational activities on the weekends and/or outside your working days/hours
- This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder

Last updated September 2024