



Immigration Caseworker Job pack

Thanks for your interest in working at Citizens Advice Bournemouth Christchurch & Poole. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice BCP
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Dan Stannard by emailing dan.stannard@citizensadvicebcp.org.uk

Closing date for applications: 9 am on Monday 23rd February 2026



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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.

How Citizens Advice Bournemouth Christchurch & Poole works

Every year thousands of people come to us for advice and help with solving their problems.

We're here for everyone and help with problems like managing debt or household bills and understanding rights at work or housing issues. We also provide specialist services in welfare, benefits and debt.

Our projects include Macmillan Cancer Support, Pensionwise, Immigration, Hate Crime, multiple specialist Benefits and Debt services.

We're an important part of this community, with 4 offices across Bournemouth, Christchurch and Poole, where people need us.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

Putting our client's needs at the heart of decision-making means we also work in partnership, making it easier for clients to access relevant services.

We're also part of the Citizens Advice service. This means we share knowledge and best practice so that people can expect a quality service.

Together we work to fix the underlying causes of people's problems using evidence gathered from across our network. Because of this, we save society money.

Last year we helped people with almost 48,000 issues through face-to-face, telephone, email and webchat.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 260 local Citizens Advice members.

This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





The role

Citizens Advice BCP are in receipt of funding from The National Lottery Community Fund to set up and run a project to train two Immigration Caseworkers to IAA Level 2. The project will build on our existing provision to enable us to provide better help for residents experiencing problems with their immigration status. Immigration advice is regulated by the Immigration Advice Authority (IAA) and split into 3 levels – from basic advice at level 1 to the highest grade of advice at level 3. Immigration advice at all levels is complex and requires rigorous training and expertise. In addition to studying and completing competency assessments with the IAA, the caseworker will be expected to manage an independent caseload within support from the wider team.

No previous experience in this field is required. However, previous work or education history must demonstrate a proven ability to multitask, while paying close attention to details and processes. Good writing skills are imperative. We welcome applications from people with lived experience of migration.



Role profile

Training

- Participate in the setup of a personalised training plan at the IAA level qualification grade you are working towards.
- Keep meticulous training and supervision notes in line with IAA requirements.
- Attend and participate in our immigration clinics and community outreaches.
- Actively plan and monitor training opportunities and diarise a strict learning schedule.
- Participate in training opportunities with third party training providers such as HJT training, Refugee Action, Free Movement and Citizens Advice Expert advice team as directed by colleagues.
- Undertake examination preparation and revision at the appropriate and agreed time. Exam preparation will be prioritised, and it is expected that examinations are approached with a high level of diligence.

Casework

- Provide face-to face and remote advice, consultations and casework at the IAA level you are working at for clients living in Bournemouth, Christchurch & Poole

who wish to obtain immigration status within the UK.

- Act for the client where necessary by negotiating, drafting or writing letters and telephoning and negotiating with third parties, preparing and presenting cases to the appropriate statutory bodies as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Provide advice and assistance to other staff regarding Immigration matters.
- Ensure that all casework conforms to Citizens Advice Quality Standard and follows rigorous IAA guidelines
- Maintain immaculate case records for the purpose of continuity of casework, information retrieval, IAA auditing, statistical monitoring and report preparation.
- Ensure that all work conforms to Citizens Advice systems and procedures.
- Be highly organised with strong interpersonal and communication skills.
- Demonstrate proven discretion with highly confidential information / documents.
- Able to work quickly and effectively with excellent attention to detail.
- Produce written case studies for reporting or campaigning purposes when required.

Management

- Reports to Immigration Advice Team Lead

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to Immigration and undertake appropriate training, as part of continuing professional development.
- Ensure quality of case write ups for QAA and Audit purposes.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with your line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

Administration

- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to the services' work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies and stakeholders.

Public relations

- Liaise with statutory and non-statutory organisations and represent the service on outside bodies as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

1. A high level of written and spoken English is essential, preferably successful applicants will have a degree taught in English.
2. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
3. 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.
4. Knowledge and experience of casework for immigration applications.
5. Experience of working with one or more diverse communities.
6. Ordered approach to workload and an ability and willingness to follow and develop agreed procedures.
7. Understand the issues involved in interviewing clients.
8. Numerate to the level required in the tasks.
9. Ability to use IT in the provision of advice and the preparation of reports and submissions.
10. Ability and willingness to work as part of a team.
11. Ability to monitor and maintain own standards.
12. Demonstrate understanding of social trends and their implications for clients and service provision.
13. 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 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.



Terms and conditions

Salary: £27,089 to £28,783 per annum (dependant on experience)

Hours: Full Time – 37 hours per week
(initially 1 year fixed term contract)

Holidays: 25 days + Bank Holidays



What we give our staff

We offer ongoing training and support, generous annual leave, access to online health/wellbeing resources, an Employee Assistance Programme and employers pension contributions and a Life leave policy which includes an extra days' leave for your birthday.