



Lead Immigration Specialist

Job pack

Thanks for your interest in working at Citizens Advice Bristol. 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 Bristol.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Bristol
- 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 Sarah Telford by emailing vacancies@citizensadvicebristol.org.uk



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 260 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 Bristol works

We are an independent local charity that provides free impartial confidential advice, information and support to anyone in Bristol and we provide access to justice for all. We are a member of National Citizens Advice. We dealt with over 29,000 issues in the 2025/26 financial year.

We provide free confidential advice online, over the phone and in-person. We give people the knowledge and confidence they need to find their way forward, whoever they are, whatever their problem. Our services range from information through to fully supported casework.

We cover all subject areas with a focus on welfare rights, debt, housing and employment and immigration. We deliver targeted services to particularly disadvantaged groups and in the most deprived areas. We use evidence from our clients to raise awareness about the issues that adversely affect people's lives. To find out more about us:

- Take a [look at our about us information on our website](#)
- Take a look at the [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).



The role

The role you're applying for is: **Lead Immigration Specialist**

The role will report to our Advice Service Manager.

Location:	Head Office
Salary:	£31,998 (pro rata)
Hours:	Part-time (14 hours per week)

The post holder will need to provide immigration specialist advice and supervision. You will supervise a team of volunteer advisers focusing on Immigration issues. You will be the first port of call for queries within the team. This will include allocation of cases in line with advisers' experience, support with cases, checking advisers case notes, ensuring that the correct advice has been given and appropriate actions taken.

As Immigration advice is a regulated area, you will need to ensure that Citizens Advice Bristol works to the expected procedures and standards and maintains its accreditation.



Role profile

Key accountabilities	Key elements & tasks
Immigration Law Advice and Research & Campaigns Work	Proactively manage a caseload of clients, ensuring advice is delivered in line with quality expectations and regulatory requirements within the necessary deadlines
	Ensuring the provision of accurate and timely data into databases and case management systems to the necessary standards, while supporting ongoing data developments
	Deliver second tier support to paid staff and volunteers on appropriate Immigration Issues

Key accountabilities	Key elements & tasks
	Support our research and campaigns work through various channels including case studies, data collection and client consent
	Maintain the necessary processes and records required by the regulator
Working as part of a team	Provide pastoral care to the volunteer team including 1:1s, informal supervision and support
	Conduct case checking on advisers based on their level and ability, providing timely feedback and to ensure advice provided to clients is accurate, appropriate and understood
	Ensure the volunteer immigration team is supported to receive and act upon feedback from Bristol Quality Assessors.
	Be an active member of the wider team, acting and supporting colleagues in a collaborative way
	Promote best practice across the team
	Regularly provide technical immigration support & supervision to members of the volunteer team as and when required
	Provide feedback to the Advice Services Manager on performance or Quality issues / training needs of volunteers as and when arise
	Lead the team to provide a specialist resource on immigration law to advisers working across Citizens Advice Bristol
	Where responsibilities are delegated to members of the team, ensure that those members are supported and monitor that the responsibilities are fulfilled

Key accountabilities	Key elements & tasks
	Develop the immigration team to support the changing needs of the service, its clients and Citizens Advice Bristol
	Where advice work is externally funded, ensure the parameters of scope, quality, cost and reporting are within the parameters agreed with the funder
	Input and assist with training of the immigration team in conjunction with the Advice Services Manager
Performance, Personal Management and Administration	Take ownership for monitoring own workload e.g. proactively reviewing when new cases are taken on, progress on current cases, outcome of completed cases and quality control, with minimal supervision
	Work flexibly across the service, ensuring support/cover for administrative tasks as required
	To comply with operational management systems of supervision, objectives, appraisal and induction
	To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information
Service Development	To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role

Key accountabilities	Key elements & tasks
	Develop links with relevant local community groups and partner organisations with the aim of improving the service to disadvantaged groups and increasing the sustainability of the service through funding opportunities.
Training	Ensure your own accreditation/training requirements are reviewed/met including obtaining CPD, as required.
	Ensure through reading, training and consultancy, that your own level of knowledge around Immigration law is up-to-date and that this is disseminated as appropriate
	To identify your own training needs in conjunction with the designated lead/ supervisor and be prepared to undertake appropriate training
	Ensure the accreditation/training requirements for the team members are identified and met
	Deliver training (internally and/or externally), either through formal training sessions, or 'on the job' coaching to colleagues
Other duties and responsibilities	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Be an active member of the wider team, acting and support colleagues in a collaborative way
	To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice
	To comply with all published organisational and regulatory policies and procedures
	Work flexibly to undertake such other reasonable duties and responsibilities



Person specification

Essential Criteria

- Accredited to at least IAA Level 2 or equivalent at time of application or previously (evidence required)
- At least five years experience of delivering immigration law advice in a social welfare context (or for longer if part-time work (pro rata))
- Experience of delivering supervision/mentoring and supporting colleagues to improve
- Understanding and awareness of the relationship between immigration and other areas of Social Welfare Law
- Ability to interpret regulations and explain them to colleagues and clients and to produce clear advice and empowerment
- Ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to use other packages as necessary
- Strong attention to detail and a high level of accuracy
- Ability to work on own initiative, without close supervision and proactively manage a varied workload, ensuring deadlines are met
- A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas

Desirable Criteria

- Accredited to IAA Level 3 or equivalent, either currently or in the past
- At least ten years experience of delivering immigration law advice in a social welfare context (or for longer if part-time work (pro rata))
- Experience of working within the remit of a Legal Aid Agency contract
- Experience of working within an advice and information organisation within the third/charity sector
- Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout

Successful candidates will be required 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.



What we give our staff

We provide a range of colleague benefits from flexible working to wellbeing support and prioritising learning and development.

You can [read all our colleagues' benefits in this google document](#).

Equality and diversity

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us. It's important to us that our team reflects the rich diversity of the communities that we serve.

We're keen to receive applications from the LGBTQIA+ community, people with disabilities, health conditions or impairments and people who are from Black Asian Minority Ethnic (BAME) communities.