



The Westwood Organisation
Clear and concise immigration advice



IMMIGRATION COMPLIANCE MANAGER ADVERT & JOB DESCRIPTION

Vacancy Details Immigration Compliance Manager
Location: Office based in Gatwick (West Sussex) or remote working.
Contract Type: Full time, permanent

Company Details & Job Description

Come and join our team at The Westwood Organisation (TWO). We are a customer-focused immigration consultancy; we pride ourselves in providing clear and concise immigration advice that cuts through the noise of all the immigration rules, in order to help our clients. We love to make immigration more interesting than anyone would (understandably!) presume it to be. Our training courses are successful because we achieve this; most of our client base comes from an initial meeting at one of our training events. This reflects us as a team too; we are approachable and fun and want to do the best for our loyal customers.

Due to the business expanding, we are looking for an Immigration Compliance Manager. You will be responsible for overseeing our casework and providing specialist immigration services to our clients. This will include providing advice and guidance to corporate clients regarding UK immigration and the associated issues and checking immigration applications completed by the casework team. This is an excellent opportunity to join a friendly professional team. The full job description is below.

Role Requirements

To be suitable for this role you ideally you will have experience working in a role with some immigration compliance elements, within a customer service environment or professional services business. Holding the OISC level 1 qualification is preferable, however we can support the right candidate to study for this; to conduct the role effectively, this qualification will be required. It is essential to be able to actively listen to client needs and anticipate further needs as well, to ensure clients receive appropriate advice and pro-active support where relevant. We will be looking for a proven record of attention to detail and accuracy, along with excellent analytical and problem-solving skills. We value excellent communication skills, as well as a positive and supportive approach to working in a small team. Further details on the skills required is within the job description below.

Application Procedure

To apply for this position please send a covering letter and up to date copy of your CV to lucy@twolimited.co.uk.

At The Westwood Organisation we value equality and diversity. Should you wish to discuss more about the role or our company, please contact us on 01293 889691.

TWO JOB DESCRIPTION

Job title	Immigration Compliance Manager
Job Purpose	<p>The key purpose of this role is to support clients with immigration compliance and oversee the company's casework. This will involve providing advice and guidance to corporate clients regarding UK immigration and the associated issues, specifically on Points Based System compliance, and checking individual immigration applications completed by the casework team.</p> <p>The post holder will also be responsible for content management. This will involve instructing our Technical Administrator to ensure business content is kept up to date across a range of platforms, in line with government changes to immigration rules.</p>

Key Duties & Responsibilities

Corporate Services

- Support clients with sponsor licence applications.
- Provide advice and guidance on sponsorship policy and practice.
- Deliver immigration compliance training in house to corporate clients, or public courses. Content will include sponsor compliance to preventing illegal working.
- Conduct immigration compliance audits for clients – Skilled Worker sponsors, Student sponsors and right to work checks.

Casework Overview

- Responsibility for reviewing applicant documentation and signing off applications.
- Ensure the CRM is updated with notes and documents.
- Act as a caseworker on corporate client cases, when needed.
- Support Director and Assistant Director with more complicated cases, when needed.
- Identify opportunities for improvements to service delivery via processes and systems and co-manage the implementation of changes.

Content Management

- Responsibility for ensuring all regulatory content is updated, with the help of our Technical Administrator.
- Ensure close liaison with Deputy Director to identify where content needs updating.
- Pay close attention to detail ensuring content is accurate, formatting is consistent, and spelling and grammar are correct.
- Identify opportunities for improvements to processes and systems and implement changes.

PERSON SPECIFICATION – ESSENTIAL SKILLS

Qualifications, Knowledge, and Experience

Essential	<ul style="list-style-type: none">• Knowledge of immigration compliance - sponsorship policy and practice, preventing illegal working, immigration applications.• Competent IT skills, including standard Microsoft Office packages and confidence working with new technologies.
Desirable	<ul style="list-style-type: none">• OISC level 1 qualification• A bachelor's degree, or equivalent

Planning & Organising

Essential	<ul style="list-style-type: none">• Experience of independently planning workload.• Excellent time management to prioritise a conflicting workload.• Able to organise data efficiently and systematically and use information and records appropriately.
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Attention to Detail & Accuracy

Essential	<ul style="list-style-type: none">• Ability to identify inconsistencies in information.• Proof reading skills.• Produce consistently high-quality work
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Problem Solving & Initiative

Essential	<ul style="list-style-type: none">• Excellent analytical and problem-solving skills.• Able to conduct research independently.• Ability to use own initiative and suggest practical and effective solutions.• Ability to listen actively to client needs to ensure they receive appropriate advice and anticipate further needs to offer pro-active advice where relevant.
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Teamwork

Essential	<ul style="list-style-type: none">• Able to work collaboratively with individuals to achieve desired outcomes.• Support the team with escalations, delivering solutions and viable options.• Be a team player and participate and facilitate team dynamics.• Confidence to challenge the status quo in the spirit of continuous improvement and raising the bar on personal and team performance.
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Communication & Customer Service

Essential	<ul style="list-style-type: none">• Confidence liaising with clients of all levels.• Able to communicate requirements, processes, and recommendations clearly and effectively both verbally and in writing.• Evidence of building relationships with customers or clients.• Strong presentation skills with an ability to engage delegates.• Demonstrable ability to provide excellent client service.
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