



The Westwood Organisation
Clear and concise immigration advice



TECHNICAL ADMINISTRATOR ADVERT & JOB DESCRIPTION

Vacancy Details

Technical Administrator, Gatwick (West Sussex).

Hours: 18 hours per week, 4 days a week during office hours. Mondays & Tuesdays required.

Salary: £14 per hour.

Company Details & Job Description

Come and join our team at The Westwood Organisation (TWO). We are a customer-focussed 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 a Technical Administrator. You will be responsible for providing generalist casework and administrative support to our small team. This will include liaising with our clients; organising and filing key documentation; data entry into online forms and databases; and handling client queries. You will also be required to support updating business content relating to immigration compliance (as directed by our regulated advisers). We see this as an excellent opportunity to join a friendly professional team. Please see the full job description below.

Role Requirements

To be suitable for this role you must have experience working in an administrative role within a customer service environment or professional services business. It is essential to be an organised worker, with a proven record of attention to detail and accuracy. We value excellent communication skills, as well as a positive and supportive approach to working in a small team. The ability to prioritise is required for this role, as well as computer literacy (Microsoft 365 plus other software).

This is an office-based role with some remote working occasionally possible. Our office is at Manor Royal, RH10 9NH. Following an induction period, lone working is likely.

Application Procedure

To apply for this position please send a covering letter and up to date copy of your CV to info@twolimited.co.uk. The closing date for applications is **Friday 06 October**. We plan to hold interviews to meet the team at our Crawley office on **Thursday 12 October**. Please note, we reserve the right to close the vacancy early should we receive sufficient applications for the role.

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	Technical Administrator
Job Purpose	<p>This role supports TWO to provide excellent customer care to its clients. The key purpose is to support individual immigration applicants; to gather required data for our immigration advisers to provide advice to the client on how to proceed for a successful application. The post holder will then be required to obtain any additional required documentation and enter data to online systems accordingly to complete the immigration application.</p> <p>The post holder will also be responsible for updating business content across a range of platforms, in line with government changes to immigration rules, as directed by our regulated advisers.</p>
Key Duties & Responsibilities	
<p>Casework Administration</p> <ul style="list-style-type: none"> • Liaise with clients by phone and email • Handle client queries • Full application service for individuals • Data entry into online forms and databases • Book biometric appointments • Keep manual and electronic filing up to date • Scan, file and distribute post • Organise required insurances and certification • Take and distribute minutes of meetings. • Look for and suggest improvements to processes and systems, implement changes under guidance of senior team members. <p>Content Administration</p> <ul style="list-style-type: none"> • Update regulatory content as instructed by regulated advisor • Pay close attention to detail ensuring content is accurate and spelling and grammar are correct • Ensure close liaison with regulated advisor. • Look for and suggest improvements to processes and systems, implement changes under guidance of senior team members. 	

PERSON SPECIFICATION – ESSENTIAL SKILLS

Qualifications, Knowledge, and Experience

Essential

- Competent IT skills, including standard Microsoft Office packages and confidence working with new technologies.
- Experience of working in an administrative role.

Desirable

- Knowledge of the immigration system and application process

Planning & Organising

Essential

- Experience of independently planning workload.
- Excellent time management to prioritise a conflicting workload.
- Able to organise office data efficiently and systematically and use information and records appropriately.

Attention to Detail & Accuracy

Essential

- Ability to accurately transpose written information to online systems.
- Ability to identify inconsistencies in information.
- Proof reading skills.

Problem Solving & Initiative

Essential

- Ability to use own initiative and suggest practical and effective solutions.

Teamwork

Essential

- Able to work collaboratively with individuals to achieve desired outcomes.
- Able to work as part of a team.

Communication & Customer Service

Essential

- Ability to communicate effectively and appropriately at all times.
- Able to communicate requirements, processes, and recommendations clearly and effectively both verbally and in writing.
- Evidence of building relationships with customers or clients.
- Demonstrable ability to provide excellent client service.