



Job Description

Role Title: OISC Level 2 Immigration Advisor

Shropshire Supports Refugees (SSR) is a charitable organisation dedicated to supporting refugees and marginalised migrants who have come to live in Shropshire.

Our mission is to create a welcoming and inclusive community by offering practical help, resources and emotional support to those in need. With a staff team of fifteen and fifty dedicated volunteers, we are committed to making a positive impact on the lives of those we serve.

Location: 3-5 Mardol Gardens, Shrewsbury SY1 1PR and locations around Shropshire, Telford & Wrekin

Hours: 37.5 hrs per week

Reports to: CEO

Salary: £31,200 - 2yr fixed term contract

Main Responsibilities:

- Conduct initial consultations with clients to assess their immigration needs and eligibility
- Provide comprehensive advice on various immigration matters, including visa applications, settlement, asylum claims, and appeals within OISC level 2 guidelines
- Maintain accurate records and case files, ensuring compliance with data protection regulations
- Build and maintain strong relationships with clients
- Advocate on behalf of clients by telephone, letter and email with appropriate agencies
- Keep up-to-date with changes in immigration laws and policies and provide training to colleagues as necessary
- Attend training events relating to asylum and immigration
- To supervise OISC level 1 colleagues
- Undertake other tasks within the organisation as required

Person Specification:

Essential:

- OISC Level 2 accreditation is essential
- Previous experience working as an Immigration Advisor or similar role within the immigration sector



- In-depth knowledge of UK immigration laws, policies, and procedures
- Strong communication and interpersonal skills, with the ability to build rapport with clients from diverse backgrounds
- Strong time management with the ability to work to strict deadlines
- Knowledge and understanding of the voluntary sector
- Excellent attention to detail and organisational skills
- Excellent communication skills, both written and oral
- Ability to work independently and manage a caseload effectively
- Proficiency in the Microsoft suite
- Full driving licence and use of a vehicle

Desirable:

- Fluency in additional languages
- Experience of Salesforce CRM

To apply:

Please send your CV and cover letter to
amanda.jones@shropshiresupportsrefugees.co.uk

Closing date: 19th May 2024