

Senior Immigration Caseworker

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. 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 will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply

About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty. We hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum; ensuring that vulnerable people across Kent can access high-quality, free legal advice. Within our Immigration service, we provide unique access to expert advice to migrants in Dover, Folkestone and Canterbury which is an area without alternate legal aid provision.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	Senior Immigration Caseworker
Hours	Full or part-time considered
Salary	£35,000 -£40,000 per annum, depending on experience, pro-rata for part-time.
Status	Permanent
Location	Flexible - Anywhere in the UK We are open to candidates working fully remotely, or to hybrid working from any North & West Kent Citizens Advice & Kent Law Centre office (Gravesend, Dartford, Swanley, Sevenoaks, Tonbridge, Tunbridge Wells or Folkestone and an outreach in Canterbury or Dover)

Are you looking for a new challenge and the opportunity to play a key role in providing expert advice to the most vulnerable migrants in Kent?

This is an exciting opportunity for a highly motivated and enthusiastic **Senior Immigration Caseworker** to join our small but dedicated team. The successful candidate will bring not only their experience and expertise to expand the advice and casework we deliver, but also a genuine commitment to helping shape and develop the service as we enter this new chapter.

For the past ten years, we have provided free specialist immigration advice to migrants and other vulnerable clients, supported by the National Lottery. We have built an excellent reputation and act as a leader in the South East. As the new **Kent Law Centre**, we are committed to growing and strengthening the provision and have been delivering our immigration/asylum legal aid contract since 1st September 2024. We believe this is just the start of our legal advice ambitions.

We are seeking a passionate individual, experienced in immigration casework, with the Law Society's Immigration and Asylum Law Accreditation (IAAS) at level 2 and experience of working successfully under contract for immigration advice with the Legal Aid Agency. You will be a highly motivated and enthusiastic individual, who is committed to providing high quality advice to the most vulnerable clients.

We particularly welcome applicants from those who are significantly underrepresented in our sector, such as individuals from Black, Asian and Minority Ethnic communities and people with lived experience of migration.

Job Purpose:

The purpose of this role is to provide high-quality, specialist immigration advice, casework and representation to vulnerable migrants and other marginalised clients across Kent.

Key Responsibilities:

As a Senior Immigration Caseworker, you will work within the team and:

- Deliver specialist immigration and asylum advice, casework and representation to clients.
- Manage Legal Aid cases, ensuring compliance with regulatory, contractual and quality standards.
- Prepare applications, appeals and tribunal cases, representing clients where appropriate.
- Maintain accurate case records, reports and client documentation using case management systems.

Main Duties:

Advice and Casework within the Immigration Advice Service

- Carry out advice/casework on cases under contract with the Legal Aid Agency.
- Comply with the requirements of an immigration Legal Aid contract.
- Where necessary, taking cases to the First Tier and Upper Tier of the Immigration and Asylum Chamber.
- Adhere to the CANWK policies and procedures for quality standards.
- Keep up to date at all times with changes in the law by reading and attending training.

- Maintain accurate and detailed case records of clients for the purpose of continuity of casework, information retrieval and statistical monitoring, using the Citizens Advice database 'Casebook' and any other case recording system as selected by CANWK.

Development of the Immigration Advice Team

- Provide technical support where necessary to the immigration team.
- Help to monitor the quality of immigration advice given to clients and maintain standards of service delivery.
- Ensure that the appropriate Legal Aid systems are implemented and maintained for case recording, statistics, follow up and quality control.
- Work with colleagues to ensure a high quality of service.
- Bring to the attention of the Manager any issues which may be affecting performance of the Immigration Advice Service.
- Ensure client complaints, data breaches and any confidentiality issues are reported to the Deputy CEO on a timely basis in line with CANWK guidelines.

Development of an Immigration Legal Aid Service

- Assist with the continued development of the Legal Aid service.
- Support our research and campaigns work through various channels including case studies, data collection and client consent.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training including where necessary CPD.
- Attend relevant internal and external meetings as required.

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.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

	Essential / Desirable
Education and Qualifications	
Law Society Level 2 Senior Immigration & Asylum Caseworker accreditation required	Essential
Law Society IAAS Supervisor's qualification	Desirable
Knowledge & Experience	
Excellent knowledge of the immigration system, of access to justice and of access to services for migrants in the UK	Essential
Excellent knowledge of policy and legislation relating to refugees and migrants at a collective and individual level	Essential
Good understanding of NRPF and destitution issues for both non- EEA and EEA migrants	Essential
IAAS Level 2 Senior Caseworker accreditation and have significant experience in publicly funded immigration work under the Legal Aid Agency contract.	Essential
Accreditation as a Supervisor by the Law Society's Immigration and Asylum Accreditation Scheme	Desirable
Experience in billing Legal Aid CCMS Cases	Desirable
Working knowledge of housing and homelessness and welfare benefits legislation, policy & services	Desirable

Skills & Abilities	
Ability to relate well and communicate clearly and respectfully with a diverse group of people	Essential
Ability to develop the immigration Legal Aid service within and outside of Citizens Advice in North and West Kent	Essential
Excellent spoken and written English and the ability to analyse complex written information and communicate it effectively	Essential

Excellent digital skills for research and case reporting	Essential
Ability to build positive relationships with clients, colleagues and external partners	Essential
Good problem-solving skills and ability to respond calmly to unexpected issues	Essential
Confident using IT systems (e.g. Microsoft Office, email, databases)	Essential
Ability to use case management systems and digital working platforms effectively	Essential
Personal Attributes	
Commitment to access to justice and values of Citizens Advice and the Law Centre Movement	Essential
Commitment to client-centred service delivery	Essential
Commitment to collaborative working, professional development and continuous improvement	Essential
Friendly, empathetic and non-judgemental approach	Essential
Flexible and adaptable to meet changing service needs	Essential
Reliable and responsible with a strong sense of accountability	Essential
Commitment to equality, diversity and inclusion	Essential
Other Requirements	
Willingness to undertake training relevant to the role	Essential
Understanding of confidentiality and data protection requirements	Essential
Commitment to working with vulnerable migrant and refugee clients in an inter-cultural environment	Essential
Commitment to Citizens advice aims, values and ethos including maintaining client confidentiality and delivering a high-quality professional service	Essential

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus 4 additional days leave between Xmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To express an interest in this position, please send your CV to:
recruitment@nwkent.cab.org.uk

There is no closing date for this role. We will remain open to applications until a successful appointment has been made, so if you are interested in the role, we would encourage you to apply as soon as possible.