

## Immigration Casework Officer

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**Department:** Justice & Home Affairs

**Section:** Jersey Customs & Immigration Service

**Reports to:** Senior Officer, Immigration Casework

**JE Ref:** JHA1094.1

**Grade:** CS08

**JE Date:** 03/02/2023

### Job purpose

To work within the Immigration and Nationality office providing comprehensive administration of the Laws stated in accordance with legal requirements. To manage the provision of an efficient and effective customer service, be that in relation to specific applications under the Laws administered, individuals seeking to establish their Immigration or Nationality status, or persons subject to deportation. This will include assessing any applications that either require further investigation or do not meet relevant criteria. The officer will be required to independently grant or refuse applications.

### Job specific outcomes

1. To determine whether the required thresholds for work permit issuance, as specified in the Immigration (Work Permits) (Jersey) Rules 1995, have been met and to grant or refuse applications.
2. To determine whether the required thresholds for Entry Clearance/Visa issuance have been met, as specified in the Immigration Act 1971 and the Jersey Immigration Rules, and to grant or refuse the relevant immigration permission.
3. To determine whether the required thresholds for persons seeking naturalisation as British citizens under the British Nationality Act 1981 have been met and to grant or refuse applications.
4. To determine whether the required thresholds for applications for European Union Settled status have been met as specified in the Immigration Act 1971 and the Jersey Immigration Rules, and to grant or refuse the relevant immigration permission.
5. To receive appeals in relation to refused applications and provide comprehensive written reports on these cases to the Senior manager for review.
6. To research and investigate evidence of applicants contract criteria, residence, qualifications, finances, travel arrangements and criminality to ensure their grant or refusal decisions are fully supported by a comprehensive case file.

7. Provide specialist and comprehensive advice on all aspects of the laws, rules and associated policies. This will involve dealing with members of the public, lawyers and employers.
8. Provide guidance, where appropriate, to applicants by phone, email and in person. To arrange and undertake interviews with applicants, as necessary.
9. Co-ordinate and undertake identification verification and biometric appointments as part of the Naturalisation application process.
10. To liaise with HMP La Moye, States of Jersey Police, UK Border Force, foreign consulates, airlines and Senior Manager to arrange the efficient detention and removal of foreign nationals subject to deportation proceedings.
11. To work with Customs and Immigration Officers on other projects that require further research and development as a result of changes to Jersey and UK Immigration and British Nationality legislation.
12. Contribute when required to other Customs and Immigration duties as appropriate

### Statutory responsibilities

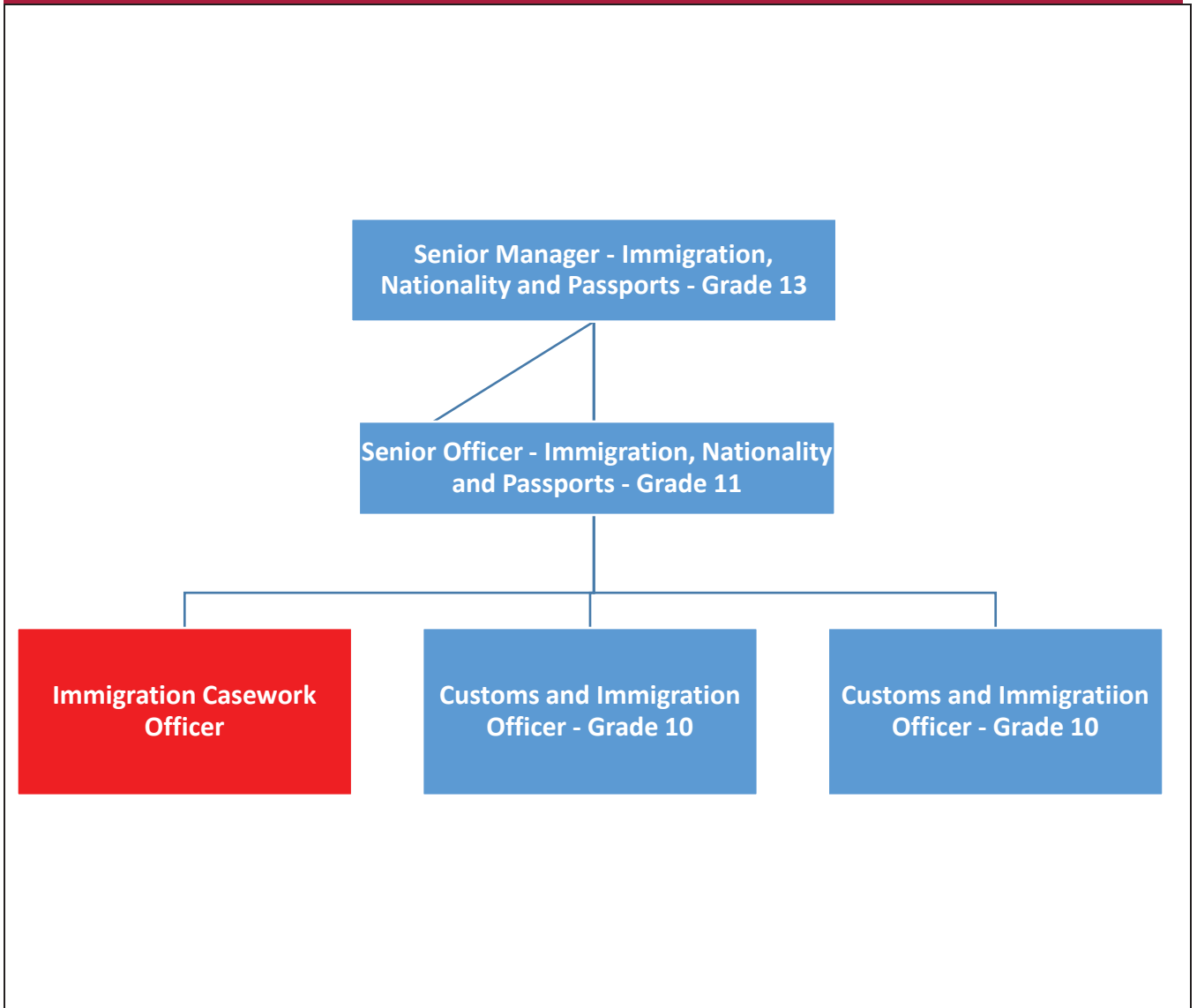
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure

## Government Departments



Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>The postholder to be educated to degree level or equivalent though applicants with 2 A levels or equivalent and appropriate experience will be considered.</p> <p>Postholder Must be a British National</p>	
<b>Knowledge</b>	A basic understanding of Immigration Legislation	<p>Knowledge of Immigration Legislation, policy and procedures. Knowledge of citizenship legislation</p>
<b>Technical / Work-based Skills</b>	<p>An ability to learn and adapt to new IT Applications</p> <p>Working knowledge of Microsoft Office products such as Word, Excel and Outlook.</p>	An ability to speak a foreign language
<b>General Skills/Attributes</b>	<p>Excellent written and verbal communication skills</p> <p>Excellent organisational skills</p> <p>Conflict resolution skills</p> <p>Proven ability to absorb knowledge based on legislation, policy and procedures.</p>	
<b>Experience</b>	<p>Previous experience in case or profile management</p> <p>Experience in a customer facing role dealing with challenging situations</p>	

## Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.