

Job Description

Immigration Support Officer

As an independent charity, the Naval Families Federation (NFF) provides support and guidance on matters affecting the daily lives of Naval service families, acting as an advocate when appropriate to resolve complex issues. As subject matter experts we continue to contribute to academic research and implementation of The Armed Forces Covenant, providing evidence and championing Naval families to shape change and influence policy.

Details

Location:	Home Based with occasional UK travel.
Working pattern:	Part Time – 30 hrs per week. Flexible hours to be agreed
Reporting to:	Head of Immigration Support Services
Salary:	£26,470 FTE
Other benefits:	Fixed term contract for 3 years. Generous leave allowance, and a flexible family friendly culture, support to set up home working environment

Purpose:

The Immigration Support Officer will provide comprehensive administrative, marketing and data support to the NFF Immigration Services Team, ensuring accurate case recording and secure data management. The role will work collaboratively across teams to enhance service delivery and engagement.

Responsibilities:

Casework Support

Adhere to deadlines in providing support to Immigration Advisers with case work and take ownership of accurate data recording.

Schedule appointments, interviews, and meetings for Immigration Advisers.

Handle incoming correspondence and distribute to the appropriate adviser.

Data & Insights

Work alongside the Data and Insights Manager to analyse visa and immigration data, identifying trends and themes for reports.

Assist in preparing internal reports and dashboards to inform decision-making.

Communications & Marketing

Work with the Communications and Marketing Manager to produce current and relatable material for social media posts, website updates and printed resources.

Take ownership of the Visa & Immigration section of the NFF website, ensuring content is current and relevant.

Engagement

Attend Immigration engagement events and briefings to support Advisers, capture feedback and promote automated processes for further engagement.

Represent the NFF at relevant meetings and maintain professional relationships with the charity network to raise non-UK issues and associated impact. Including but not limited to: Domestic Abuse, Finance and Debt Management and family focused initiatives.

Contribute to the NFF team to engage serving personnel and their families, raising awareness of NFF specialism and advocacy role.

Other duties as required by the charity.

Knowledge, skills, and experience:

Essential	A keen interest and clear understanding of the impact of a military lifestyle on families.
	Experience of contributing to a team to share knowledge and information in both formal and informal settings.
	Proven ability to adapt both oral and written communications styles to reach wide and varied audiences to maintain professional relationships.
	Strong communication, organisational and record keeping skills.
	Organised, with a solution focussed approach to tasks.
	Proven ability to prioritise tasks and monitor progress to meet deadlines.
	Own transport and a current UK driving licence. This must include the provision of suitable insurance for business travel.
Desirable	Previous experience in the Charity sector or casework.
	Sound judgement: mindful of sensitivities and confidentiality as well as security matters
	Recent experience of using collaborative working platforms including Microsoft 365 applications

Context and additional information:

For further details regarding this role or to provide clarification, as required, regarding the following pertinent information, please contact NFF Head of Immigration Support Services, Pete Hawley by email – Peter.Hawley@nff.org.uk.

- We rely on homeworkers to supply electricity and use of broadband for purposes of working effectively from home. You may be able to claim working from home tax relief from HMRC in support of these small costs incurred. Full details are available on the gov.uk website.
- NFF can supply a laptop and agreed home office equipment for work purposes only; to enable flexible working, we assume you have a suitable home working environment.
- Expenses incurred whilst fulfilling the duties of this role will be paid in accordance with NFF policy.
- You may be required to attend events to engage Naval families (overtime is not paid, however TOIL is given).
- Willingness to successfully complete appropriate job-related training.
- Have, or be willing to undertake and pass, MOD security checks.