

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:	HMS Excellent, Portsmouth with occasional UK travel with some home working by arrangement. Location determined by requirement to deliver local presentations and attend engagement events
Working pattern:	Full Time - possible part time hours for the right candidate.
Reporting to:	Head of Immigration Support Services
Salary:	£27,000 FTE if unqualified, raising to £28,000 once qualified.
Other benefits:	Fixed term contract for 3 years. Generous leave allowance, free parking and a flexible family friendly culture, help to set up home working environment

Purpose:

The Immigration Adviser - Level 1 is responsible for providing specialist immigration advice on a wide range of complex Armed Forces immigration matters, ensuring Royal Navy and Royal Marines Personnel and their families receive accurate, ethical, and compliant support within the scope of Immigration Advice Authority (IAA) accreditation.

To guard against pursuing incorrect immigration routes and enable informed decisions by providing the necessary expertise from Armed Forces specialists.

Responsibilities:

- Work within IAA Level 1 authorisation.
- As a qualified Level 1 adviser, maintain relevant competences as required by the IAA and refer cases for Level 2 casework.
- Build and maintain professional relationships with stakeholders including but not limited to external legal support complex cases and supervision, Army and RAF Families Federations and The Royal British Legion: contribute to meetings as required.
- To contribute to robust data capture processes used to identify emerging patterns and trends pertinent to casework.
- Present the NFF vision, mission and impact to the RN and RM Chain of Command, key decision makers, potential funders.
- To deliver briefings to educate serving personnel and their families on the charity's Immigration Services as well as all other NFF specialist areas of advocacy.
- Provide timely, free, qualified immigration advice and guidance to serving personnel and their families in accordance with NFF policy.
- Contribute to internal and external communication, providing relevant and current content to Teams channels, the NFF website and Homeport.

- Promote NFF evidence gathering relating to serving personnel and naval families, especially when immigration focused to maximise participation ensuring families take the opportunity to have their voices heard.
- Attend events to raise the profile of the NFF by engaging with local Royal Navy and Royal Marine Units to ensure that service personnel and their families can share their experience.
- Represent the CEO and other duties as required by the charity.
- To deputise for the Head of Immigration Services as required.
- Other duties as required by the charity.

Knowledge, skills and experience:

Essential	Qualified Immigration Advice Authority (IAA) Level 1 Adviser *
	Experience in contributing to a team to share knowledge and information in both formal and informal settings
	A keen interest and clear understanding of the impact of a military lifestyle on families
	In-depth understanding of the issues and policies currently affecting Naval Service families.
	Proven ability to adapt both oral and written communication styles to reach wide and varied audiences to maintain professional relationships.
	Proven track record of managing time and meeting deadlines
	Ability to work collaboratively with stakeholders.
	Ability to work unsupervised.
	Strong communication, organisational and record keeping skills
	The ability to produce and present relevant and current information
	Own transport and a current UK driving licence. This must include the provision of suitable insurance for business travel.
Desirable	Demonstrable strong people skills including active listening
	Recent experience of using collaborative working platforms including Microsoft 365 applications
	Experience of recording information in a database (training will be provided)
	Previous experience in the Charity sector.

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 home-based staff 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](https://www.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 post will be paid in accordance with NFF policy.
- You will be required to attend events to engage Naval families (overtime is not paid, however TOIL is given).
- Ability to travel and undertake overnight stays away from home.
- Willingness to successfully complete appropriate job-related training.
- Have, or be willing to undertake and pass, MOD security checks.

* The IAA Level 1 qualification can be completed in post for the right candidate.