

On-Site Immigration Official (OSIO) job specification

Roles and Responsibilities

On-Site Immigration Officials are Home Office staff who work with partner organisations on a part time or full-time basis. This work can be either embedded (on-site) within the organisation or working from a Home office location. OSIOs provide dedicated support to partners at their request to assist in their understanding of entitlement rules, immigration status and processes.

OSIO roles and responsibilities vary depending on the specific needs of the organisation they are located in. They take a strategic approach to their work, using Home Office systems to provide immigration updates and support to partner organisations. They also assist partners with process and procedural improvements in areas such as their interactions with migrant communities and fraud checking procedures. To achieve this, OSIOs need to be able to operate independently, drive forward projects with limited support or oversight and undertake (where required) a leadership function within partner organisations to deliver agreed outcomes.

OSIOs need to be flexible and able to build strong relationships quickly in partner organisations. Strong analytical and excellent communication skills are essential, as is a focus on developing excellent relationships within the new organisations, getting to the root of issues and delivering change and maximum value for that organisation.

As a representative of the Home Office within a partner organisations OSIOs need to exemplify Civil Service values and demonstrate a positive approach to working in ever changing environments.

It is important to note that the roles and functions may change over time as new partners with different objectives are brought on stream.

OSIO responsibilities can be any or all of the below:

- Proactively identify ways of improving host organisations' processes, procedures and systems so they can meet their wider operational and strategic objectives from an immigration perspective;
- Deliver training to staff based at partner organisation to improve their knowledge of immigration and the measures contained within the Immigration Acts in relation to access to work, benefits and services, Voluntary Returns Services and immigration documentation fraud;
- Conduct status checks on a case by cases basis and provide the relevant information to the partner organisation in line with the Memorandum of Understanding.
- Complete audits of existing processes to gauge compliance with immigration legislation and complete highlight reports outlining the key audit findings;

- Attend regular engagement meetings with their partner organisation, and provide progress reports detailing successes and areas for improvement;
- Establish and manage productive working relationships with organisations and stakeholders;
- Support the host organisation analyse its immigration needs and / or customer demographic, offering advice and working with the organisation to develop a coherent plan;
- Maintain records to inform performance management and contract reviews;
- Establish and build relationships with teams across the Home Office to ensure efficient delivery of services to the public;
- Undertake specific work (corporate, policy or operational) during periods when not embedded in an organisation to support the wider delivery of the programme and operations of Immigration Enforcement, such as providing training to external organisations.