



Immigration Advice Authority

Business Analyst

Information for Applicants

Who are we?

The **Immigration Advice Authority (IAA)**, formerly known as the Office of the Immigration Services Commissioner (OISC), aims to ensure that every individual seeking immigration advice receives trustworthy, high-quality, reliable support. The IAA was established by the Immigration and Asylum Act 1999 and is an arms-length body of the Home Office.

Led by the Immigration Services Commissioner, the IAA has an ambitious agenda to shape the future of immigration advice through enhanced regulation, enforcement, and the promotion of best practice. The organisation has adopted an outward-focused approach, keeping the advice seeker at the heart of all it does.

As part of its remit, the IAA investigates complaints or concerns about advisers and has the authority to prosecute individuals operating illegally. The organisation regulates over 3,700 individual immigration advisers and 2,000 organisations. It also enforces the regulatory regime by investigating and, where appropriate, prosecuting individuals who provide immigration advice illegally.

our values:

Our work is driven by five core values that define who we are and guide our actions:

Supportive:

We provide compassionate and reliable support to immigration advisers, ensuring they can offer the best guidance to individuals seeking immigration advice.

Progressive:

We embrace innovation and continuously improve our regulatory approaches to stay ahead in a dynamic environment.

Authoritative:

We uphold the highest standards of professionalism and integrity, ensuring our advice and services are trusted and respected.

Inclusive:

We champion diversity and inclusivity, ensuring our services are accessible and equitable for all individuals.

Collaborative:

We build a culture of teamwork and partnership, working together with advisers, organisations, and stakeholders to achieve common goals.

Our organisational essence

We are more than just a regulatory body; we are proud to be guardians of integrity in immigration advisory services. Led by the Immigration Services Commissioner, we have a team of 69 employees working fully remotely across the UK. We are committed to:

- **Maintaining the highest standards of professional practice**
- **Protecting vulnerable individuals seeking immigration guidance**
- **Driving sector-wide improvement and accountability**

Our commitment to Equality, Diversity, and Inclusion

At the IAA, we are dedicated to creating an inclusive environment where every employee and stakeholder feels valued, respected, and empowered. Equality, Diversity, and Inclusion (EDI) are central to our values, and we believe that embracing these principles is essential for our success and the well-being of our community.



Our transformational journey

We are currently embarking on an ambitious transformational programme designed to modernise our regulatory processes, enhance our organisational capabilities, disrupt illegal advisory activities, elevate industry standards through comprehensive guidance, and build an organisational culture of excellence, collaboration, and continuous improvement.

About the Role

We are seeking a proactive and experienced Business Analyst to join IAA on a fixed-term basis. The successful candidate will play a pivotal role in scoping the requirements for a number of projects, including the implementation of new statutory powers and enforcement processes, introduction of fees and charges, and processes for a new intelligence data function and supporting IT systems.

You will be working fully remotely, with the autonomy to shape and deliver key areas of work. You'll need to be confident working independently and at pace, with a strong grasp of business analysis techniques and the ability to swiftly translate complex requirements into practical processes.

Key Responsibilities

- Lead the scoping and analysis of new business processes relating to the introduction of new powers, enforcement processes, fees and charges, intel and data analysis functions.
- Work with internal teams and external stakeholders to understand requirements, constraints, and risks, including articulating user stories Facilitate cross-functional workshops, interviews, and user engagement activities to capture user needs, process gaps, and system implications, influencing senior stakeholders on strategic business analysis outcomes.
- Develop and maintain high-quality artefacts including process maps, data flows, requirements specifications, use cases, and gap analyses to support change readiness and assurance, incorporating innovative approaches to business process design and requirements elicitation.
- Identify options for implementation and make evidence-based recommendations to senior business leaders/Programme Director.
- Initiate and lead impact assessments, contribute to business cases, and prepare materials for governance boards and external stakeholders, developing comprehensive proposals for strategic service developments.
- Support procurement and commissioning activities through the development of requirements documentation and supplier evaluation criteria, evaluating innovative approaches to solution architecture.
- Support the design and implementation of systems or tools that support new processes and functions.
- Champion continuous improvement, user-centred design principles, and innovation in business processes and service delivery, leading the development and testing of new models and prototypes.
- Ensure all work is compliant with relevant legislation, data protection requirements, and best practice.
- Engage regularly with programme director/project managers, business leaders and all other corporate services functions to ensure a joined-up approach.
- Monitor progress and report on key milestones, risks, and issues.



Person Specification

Essential Criteria

- Proven experience in leading business analysis on complex, multi-stakeholder projects within the public or regulatory sector.
- Experience translating high-level strategy or policy into operational and technical requirements.
- Strong understanding of business analysis frameworks and methodologies (e.g. scoping requirements, gap analysis, user stories, process mapping and functional specifications).
- Experience supporting the design, procurement, or implementation of new systems and digital tools.
- Experience preparing materials for governance, senior decision-makers, or external scrutiny.
- Knowledge of legislation, governance, and compliance relevant to public sector transformation (e.g. data protection, equality duties).
- Demonstrable ability to scope, plan, and lead work independently.
- Strong written communication and presentation skills, including the ability to present complex information to non-technical audiences.
- Excellent stakeholder engagement and facilitation skills across a range of professional disciplines.
- Strong analytical and problem-solving skills, with the ability to make evidence-based recommendations.
- Ability to work autonomously, manage multiple priorities, and deliver at pace in a remote environment.
- Ability to work effectively within agile, matrix, or cross-functional delivery teams.
- Business Analysis qualification (e.g. BCS, IIBA) or equivalent experience.

Desirable Criteria

- Experience working within or alongside an Arms-Length Body or government regulator / agencies.
- Experience working on projects involving legislative or regulatory change.
- Awareness of regulatory models and statutory enforcement powers.
- Familiarity with public sector financial and charging processes.
- Forensic accounting / auditing experience
- Knowledge of immigration, legal, or regulatory systems.
- Understanding of agile project methodologies.
- Relevant degree or postgraduate qualification in a related discipline (e.g. Business, Public Administration, Digital Transformation).
- Experience of salesforce systems.



Competencies

- Seeing the Big Picture
 - Making Effective Decisions
 - Changing and Improving
 - Working Together
 - Delivering at Pace
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Additional Information

- This role is fully remote, however the postholder will be expected to travel UK wide to attend regular staff in person meetings/conferences and for any in person stakeholder meetings.
- Reasonable adjustments will be made to support candidates with disabilities or other needs throughout the recruitment and onboarding process



To apply for this role please send your CV and a Supporting Statement (statement no more than two sides of A4) detailing how you meet the criteria to the Hays Recruitment Team via the link at the bottom of the advert.

As you apply you will be invited to complete an Equality and Diversity Questionnaire. This is to assist the IAA in ensuring its recruitment processes are fair to all. The questionnaire is not seen by anyone involved in the selection process. Completing the questionnaire is not mandatory.

The above must be received by Hays no later than **16th July at 5pm.**

The **proposed timetable** for selecting a successful candidate is set out below. Candidates must be available for all interview dates:

- Shortlisting completed and successful candidates invited to final interview by **w/c 21st July 2025**
- Interviews held online via Teams **24th-30th July 2025** (candidates must be available during this period)
- Candidates informed of interview outcomes by **31st July 2025.**

Please note: If you have not received a response to your application by **22nd July 2025** unfortunately you will have not been invited to interview. Feedback will only be given to candidates who attend interview.

The interview panel will be confirmed in due course.

Conflict of interest

If you or a partner has any business interest or conflict of interest with the activities of the IAA, you should declare this when making your application. You should inform us if you have any indirect associations of this kind through any other family member or partnership.

Terms of appointment and benefits

Period of appointment:

The post is offered as a 12month temporary appointment.

Salary:

The starting salary for the role is £66,181 per annum, increasing to a target rate of £70,139 upon successful completion of a 6-month probation.



Location:

You will work remotely from your home and be provided with the suitable equipment that you reasonably need to work. You will be expected to travel UK wide to attend regular staff in person meetings/conferences and for any in person stakeholder meetings. Travel costs will be met by the IAA in line with its Travel and Subsistence Policy.

Employment status:

The IAA is a non-departmental public body (NDPB). Its members of staff are public sector workers and not Civil Servants.

Hours:

The post requires a working week of 36 hours, excluding lunch breaks (Pro-rata for part-timers). Flexible working hours are available, and most IAA staff opt for this rather than standard fixed hours.

Annual leave:

Your annual leave entitlement will be 25 days per annum. You will also be entitled to 10½ days paid public and privilege holidays each year. Pro-rata terms apply to part-timers and employees on a contract of less than one year.

Probation:

You will be on probation for six months. Unsatisfactory performance during this period could result in the termination of your employment.

Commitment to learning and development:

The IAA will provide tailored learning and development subject to funding availability.

Wellbeing:

The IAA is committed to helping every colleague to feel safe, well and enabled to do their best work. To achieve this, our Wellbeing Champions Network run regular Wellbeing Events and initiatives, meaning we don't focus solely on just getting the work done but also make it a place to meet, collaborate and have fun. In turn, this helps the IAA become a cohesive organisation with happy, balanced and productive teams.

Pensions:

IAA contributes to the Civil Service pension scheme which includes a valuable range of benefits, including an employer contribution equivalent of 28.97% of your salary. You will be enrolled into the pension scheme when you join IAA and contributions will be deducted from your salary with effect from your start date.