



Immigration Advice Authority

Head of Regulation & Regional
Lead

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

Purpose:

Lead responsibility for the IAA's regulatory agenda, including setting the standards for regulation, oversight of all regulatory processes, policy, performance and capability, and implementation of new regulatory powers. This role will play a key role including driving our efficiency and innovation agenda.

Key Responsibilities:

Head of Profession

- Lead for regulation across all regional teams, utilising leadership skills to influence across teams including those not within direct management chain.
- Set professional standards for regulation, including for audit activity and complaint investigation.
- Oversight of all regulatory processes, policies, performance and capability, ensuring the robustness and integrity of the IAA's regulatory scheme while driving forward innovation and new, more efficient and effective processes.
- Lead responsibility for the IAA's Code of Standards and Guidance on Competence for immigration advisers.
- Determining the IAA's approach to new regulatory challenges and opportunities, for example use of Artificial Intelligence within the immigration advice sector.
- Management responsibility for the IAA's policy officer.
- Engaging with and championing change and operational development as Head of Profession and as Regional Lead.

Implementing new powers

- Subject to the passage of a Bill currently in Parliament, implementation of new regulatory powers for the IAA, including the ability to:
 - Fine regulated organisations for breaches of the Code of Standards.
 - Compel repayment of fees and payment of compensation.
 - Immediately suspend and cancel advisers where appropriate.
 - Compel co-operation with a complaint investigation, even after leaving the regulatory scheme.
- This role will lead the implementation of these new powers by Autumn 2026, starting with undertaking the policy work to determine how the powers will work in practice

and engagement with the sector, including supporting a formal consultation to revise the complaints scheme.

- Working with Home Office on secondary legislation, for example to set the levels of fines.

Implementing fees and charges

- Subject to the passage of a Bill currently in Parliament and possible future legislation, implementation of a new regime of fees and charges, including potentially:
 - Charging separately for different IAA services.
 - Charging non-fee-charging organisations not for profit sector.
 - Charging organisations and individuals.
- This role will undertake the policy work in relation to these new powers, working closely with a finance lead, to determine how a new charging regime will work in practice and engagement with the sector.
- Working with the Home Office on drafting of primary legislation in relation to charging organisations and individuals.
- Working with Home Office on secondary legislation including fees orders.
- Working with Home Office on how this applies to non-fee charging organisations.

In all policy development areas, the role will lead on:

- Delivering and embedding change and organisation development, aligned to our ambitions to become a high performing organisation.
- Developing and publishing any external guidance and frameworks.
- Designing new processes, working with a business analyst and finance lead.
- Leading a process of business change to implement new processes, including:
 - Being a senior user for updates to the IAA's case management database.
 - Ensuring all operational manuals and policies are updated.
 - Ensuring all operational staff are trained appropriately.
 - Internal and external communications, supported by the IAA's communication team.
- This role will be supported in this work by an SEO business change lead.

Oversight of a regional team

- Oversight of one of the IAA's regional teams, through management of the Regional Operations Manager, working in partnership to drive on-going change and development, and significant performance and efficiency improvements.
- Regional engagement activity, working with and through the Regional Operations Manager and regional officers to develop collaboration and cooperation with stakeholders and other agencies in the sector. This role will also take a national lead for regulatory engagement.
- Work closely with G7 colleagues to ensure a co-ordinated approach to service delivery and development across all regional teams.
- The IAA's regional teams undertake both regulation and enforcement work, so while leading on regulation across all regional teams, this role also oversees staff working on the IAA's enforcement agenda to tackle illegal advice-giving.

Other Responsibilities

- As a senior leader, make a significant and visible contribution to promoting and upholding the IAA values and behaviours.
- Play an active role in the senior leadership of the IAA.
- Line management of Regional Operating Manager/s Policy and Change leads.
- Manage within the budgets delegated.
- Drive efficiency savings and innovative resource utilisation across the regulatory function to enhance operational effectiveness.
- Implement robust financial controls and risk management frameworks to safeguard IAA resources within the remit of this role.
- Working with the Programme Director to deliver the change, improvement and service readiness for new powers, to be implemented following the passing of legislation.
- Undertaking any other work that is reasonably expected by the Director of Service Delivery, Chief Executive and Commissioner.

Person Specification

Essential Criteria:

- Experience of working within a regulatory environment, preferably with policy development experience.

- Ability to analyse complex and diverse information quickly and make sound judgements, including in a policy making environment.
- Proven ability to think strategically and to drive continuous improvement.
- Demonstrated track record in delivering change and improvement and working across diverse teams, to support organisational leadership and strategy realisation.
- Proven ability to lead teams in an operational environment improving efficiency and effectiveness.
- Ability to communicate complex ideas clearly and effectively and make clear and effective presentations to multiple senior stakeholders, internally and externally.
- Excellent interpersonal and relationship-building skills, with experience working with senior leaders, influencing and managing multiple stakeholders and external partners in a political environment.
- Evidence of engagement with and support to service improvement/ development and encouraging innovation and digital solutions.
- Ability to identify and manage risks and issues, with a proactive approach to problem-solving and customer orientation.
- Proven ability to work flexibly and prioritise workload efficiently.

Desirable Criteria:

- Experience of Immigration law and practice, complaints handling and the wider UK legal services sector.
- Experience of leading teams through significant change processes, building confidence, capability and engagement with corporate, as well as service-led ambitions.
- Knowledge of civil service operations and governance structures.
- Ability to navigate complex political and organisational landscapes.
- Experience of salesforce systems

Qualifications

Essential

- Relevant degree or equivalent professional experience in law, regulation, policy, criminology or a related field.
- Evidence of continuing professional development in areas relevant to regulatory leadership, compliance, enforcement or public policy.

Desirable

- Professional certification in Governance, Risk and Compliance (e.g. ICA qualification).
- Master's degree in Public Policy or Public Administration (e.g. MPP or MPA).

- Leadership or management qualification (e.g. MBA, or CMI/ILM certification).

Competencies Required:

- Leadership.
- Changing and Improving.
- Making Effective Decisions.
- Working Together.
- Managing a Quality Service.
- Delivering at Pace.

Location

This role is fully remote but the postholder will be expected to travel UK wide to attend regular staff conferences, team meetings and external meetings as required.

This is an exciting opportunity to shape the IAA's new approach to regulation as it implements significant new powers to deliver successful outcomes that drive positive change in addition to leading continuous improvement in operational performance.

A photograph of a man with short dark hair and a beard, wearing a blue t-shirt, sitting at a table and smiling. He is looking towards the left. In the foreground, there is a large red circle with the text 'how to apply' in white. The background is slightly blurred, showing other people and what appears to be a meeting room setting.

**how to
apply**

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.

This must be received by Hays no later than **5pm on 27th July 2025**.

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 **5th August 2025**
- Interviews held **12th – 14th August 2025** online via Teams . Candidates must be available on this date.
- Candidates informed of interview outcomes by **15th August 2025**.

Please note: If you have not received a response to your application by **5th August 2025** unfortunately you will have not been placed on the longlist and your application will not progress any further. Feedback will only be given to candidates who attend a final shortlist 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 18month fixed term appointment.

Salary:

The salary range for the role is **£58,260 rising to a target rate of £62,330** per annum, upon completion of a 6-month probation period.



Location:

You will work remotely from your home and be provided with the suitable equipment that you reasonably need to work. This role is fully remote but the postholder will be expected to travel UK wide to attend regular staff conferences, team meetings and external meetings as required. 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.