



Immigration Advice Authority

Head of Sector Development &
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 work to develop the immigration advice sector, engaging and working in partnership with stakeholders to develop and implement an ambitious strategy to develop the capacity and capability of the immigration advice sector.

An exciting opportunity to lead on a new strategic agenda for the IAA, at the heart of its corporate plan, and make a real difference to the experience of advice seekers.

Background:

The IAA's Corporate Plan, 2025-2027, sets out an ambition to extend the IAA's activities into developing the quality and availability of immigration advice. Previously, the IAA has stayed focus on its core regulatory and enforcement activity. However, the supply of immigration advice and services does not meet the demand in both geographical areas and in the level of advice available, and this necessitates a different approach from the IAA.

The postholder of this role will define and drive forward the IAA's approach to this important agenda.

Key Responsibilities:

Sector development

Work in partnership to establish an ambitious strategy to develop the capacity and capability of the immigration advice sector, drawing on insights from advice seekers, advisers, and other stakeholders.

- A programme of engagement with stakeholders to understand key capacity and capability challenges in the sector and identify solutions.
- Using data and insights to develop a more comprehensive understanding of the below and how they should shape our work to develop the sector:
 - advice seekers' needs;
 - the nature of advisers' activities;
 - where and how availability does not meet demand; and
 - the nature and extent of illegal advice-giving activity across the UK.
- Raising professionalism levels e.g. academic qualifications/accreditation.

Setting out how we will work in partnership to address these challenges. Once the strategy has been agreed, work in partnership internally and externally to implement the strategy. This may include:

- Targeted geographical activity to address shortfalls in advice provision.
- Encouraging innovation within the sector to maximise advice provision, including facilitating provision of remote advice and responsible use of Artificial Intelligence.
- Development and potential accreditation of training provision within the sector
- Supporting the development of peer networks and other knowledge and information sharing mechanisms within the sector.
- Working with academic partners to develop a professional qualification.

Fees and charges

- Subject to future legislation, working in partnership with the Head of Regulation to understand and shape the potential implications for the sector of changes to the IAA's fees and charges regime.
- In particular, this role will shape the IAA's plans for professional accreditation of individual immigration advisers, if individual fees are introduced.

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 significant performance and efficiency improvements through automation and innovation.
- Regional engagement activity, working with and through the Regional Operations Manager and regional officers. This role will also take a national lead for engagement related to sector development.
- Work closely with G7 colleagues to ensure a co-ordinated approach across all regional teams.
- The IAA's regional teams undertake regulation, enforcement and engagement work, so while leading on sector development across all regional teams, this role also oversees staff working on the IAA's regulation and enforcement agenda to tackle illegal advice-giving.
- Engaging with and championing change and operational development as Head of Sector Development and as Regional Lead.

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.
- Manage within the budgets delegated.
- Drive efficiency savings and innovative resource utilisation across the regional team/function to enhance operational effectiveness.
- Delivering and embedding change and organisation development, aligned to our ambitions to become a high performing organisation.
- Implement robust financial controls and risk management frameworks to safeguard IAA resources within the remit of this role.
- 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 in a strategic role within the immigration advice sector.
- Ability to analyse complex and diverse data and information quickly making 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 (including where appropriate digital solutions)
- Ability to identify and manage risks and issues, with a proactive approach to problem-solving.
- Proven ability to work flexibly and prioritise workload efficiently.

Desirable Criteria:

- Experience of working within a regulatory environment
- Experience either establishing and/or working in partnerships across multiple organisations including some or all of voluntary, public/private sectors.
- Experience of leading teams through significant change processes, building confidence, capability and engagement with corporate, as well as service-led ambitions.
- Ability to navigate complex political and organisational landscapes.
- Experience working with 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 operational leadership, compliance, enforcement or public policy
- Experience within or significant knowledge of the immigration advice sector.

Desirable

- 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
- Reasonable adjustments will be made to support candidates with disabilities or other needs throughout the recruitment and onboarding process

A photograph of a man with short dark hair and a beard, wearing a blue t-shirt, sitting at a table and smiling. He has a tattoo on his left arm. 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.

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.

- 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 for interview on these dates.
- 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 temporary appointment.

Salary:

The salary range for the role is **£58,260 increasing to a target rate of £62,330** per annum after 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. 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.