

Senior Caseworker (Personal & Family Immigration)

Summary of the role

We are a market-leading niche immigration law firm, and we are looking for an Immigration caseworker, to manage a caseload consisting of private individuals and businesses. We are looking for someone who can act as an ambassador of the firm with excellent interpersonal skills, as well as the ability to work within a team. The successful candidate will be commercially aware and possess excellent customer service skills. An exposure to a varied caseload to include: spouse applications, visitor applications, other dependent relatives, EU, British Citizenship and PBS applications.

The role will include

Perform with understanding the skills and tasks required to complete transactions, whereby they achieve the client's and the Practice's objectives.

- Achieve the fee target agreed between you and your Department Head.
- Take instructions and inform the clients of the Firm's terms of engagement, charges and the services that the Firm provides.
- Identify the client's objectives and the difficulties that may arise in achieving those objectives. Be aware of other legal advice the client may require.
- Maintain accurate records of all work carried out on behalf of clients and keep clients informed regularly on the progress of their matter.
- Progress files in accordance with legal and procedural time limits and in accordance with the commitment to service given to clients by the Firm and the fee earners.
- Ensure the proper financial management of files.
- Preparation of letters and documents.
- Dealing with clients and other contacts on the telephone.
- Manage time and resources to develop good working practices.
- Maintain accurate personal and departmental diaries with records of dates not to be missed.
- Client files to be maintained properly by regular reviews. Open correctly client matter cards, record time and bill promptly.
- Be responsible for ensuring that the instructions of the clients and matters generally are dealt with promptly.
- Progress files in accordance with legal and procedural time limits.
- Record your time accurately on a daily basis

- Provide high level professional services to Paragon Law in addition to case work i.e. supervision or business development.
- Any other duties notified to you from time to time.

Required Skills/Experience/Knowledge

- Competent in the use of Microsoft computer packages.
- Ability to prioritise workload.
- Pleasant and tactful manner in dealing with clients, both in person and on the telephone.
- Ability to treat all information relating to client and Practice matters as confidential.
- Ability to liaise with all levels of staff.
- Ability to deal with a large number of files efficiently and accurately.
- Have an understanding of spouse applications, visitor applications, other dependent relatives, EU, British Citizenship and PBS applications.

Desirable Skills/Experience/Knowledge

- Already accredited to level two (Senior Caseworker) of the Immigration & Asylum Accreditation scheme operated by the Law Society/or the willingness to become reaccredited/accredited.
- Educated to degree level (or equivalent) in any discipline in the UK or overseas.
- Experience of meeting both strict external deadlines and internal financial targets.
- Experience of working under a Legal Aid Agency contract.
- Experience of preparing appeals to the IAC, higher courts, judicial review applications and resisting removals.

Benefits

- **Hybrid working.** We are operating on a hybrid working arrangement to enable our employees to have flexibility and work-life balance.
- **City centre location.** Our office is in Hockley, Nottingham's bustling creative centre. Not only is Hockley located in the heart of Nottingham, but it has great transport links with the surrounding areas.
- **Competitive annual leave allowance.** We give all employees at least 25 days annual leave allowance per year, with this number increasing after each full year of service (capped at 30 days).

- **Have your birthday off.** In addition to your annual leave allowance, employees get an additional day of paid leave to celebrate their birthday.
- **Regular social events.** We have a social committee which works to create a diverse and inclusive range of social events for all our employees to enjoy. Previous events include a 'sports day', a pizza party, and bowling night.
- **Staff benefits scheme.** All employees have access to *Reward Hub*, a benefits portal which gives employees access to a wellbeing centre, concierge service, an employee assistance programme, as well as providing discounts at a whole host of organisations across a range of sectors (travel, groceries, technology etc.).
- **Healthcare plan.** All our employees get access to a UK healthcare cash plan.
- **Ongoing training and development.** Employees alongside their supervisor will create a tailored training and development plan to help with their professional and personal development.

Job Types: Full-time, Permanent