



Immigration Advice Authority

Regulatory policy development
and business change 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.

Job Description: Policy and Implementation Lead – Regulatory

Accountable to: Head of Regulation

Grade: SEO RL6

Overall job purpose

Support the IAA's policy development for new regulatory powers, and lead on business change and implementation.

Responsibilities:

Designing new powers and broader change agenda

In the initial phase, the post holder will be required to support the development of policy in relation to regulatory powers. Key activities during the policy development phase are:

1. Subject to the passage of a Bill currently in Parliament/secondary legislation being prepared, **support the development and 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 advisers where appropriate.
 - Compel co-operation with a complaint investigation, even after leaving the regulatory scheme.
 - Charge for additional services, and potential in the future to charge the non fee charging sector and individuals as well as organisations.

This role will work closely with the Head of Regulation in the implementation of these new powers in 2026, starting with supporting the policy work to determine how the powers will work in practice and engagement with the sector. This will include:

- Supporting the Head of Regulation in the publication of external guidance and frameworks relating to the new powers.
 - Drafting new, efficient processes, working with a business analyst.
2. Finalising the design and then implementation of a new regime of **fees and charges/funding model**, including the implementation of these new powers in 2026, initially supporting the



policy work to determine how a new charging regime will work in practice and formal engagement with the sector.

- Working with the Head of Regulation and Home Office on secondary legislation including fees orders.
- Working with the Head of Regulation and Home Office on how this applies to the NFC sector.
- Supporting the publication of any external guidance and frameworks.
- Drafting new processes, working with a business analyst.

Implementing business change

- **Working closely with Head of Regulation and accountable to the Programme Director for change support delivering a process of business change to implement new processes resulting from policy development, including:**
 - Updating all manuals and policies.
 - Develop and deliver effective training programmes to ensure staff are competent and capable to adapt to new systems and methodologies and use these effectively.
 - Ensure changes to the IT Case Management System are implemented effectively and be responsible for user testing.
 - Provide input and support to change and innovation thinking in relation to the profession workstream.
- **Manage project timelines and resources to ensure successful implementation.**
 - Creating detailed change management plans that include timelines, milestones, and resources required
 - Briefing the Head of Regulation, the Director of Service Delivery and Programme Director in relation to progress, barriers and options/proposed solutions to challenges.
 - Coordinating with other functions across Service Delivery to ensure a seamless implementation of the change where relevant.
 - Develop robust operational change processes and supporting standard operating procedures.
 - Ensure the changes needed do not negatively impact the ongoing operations of the business and that any disruptions are minimised.
- **Communication:**
 - Working closely with the internal comms team for the programme, develop, and deliver a communication plan that keeps all parties informed about the change, its benefits, progress, and any issues that arise. This could involve regular updates, presentations, and feedback sessions.
 - Deliver excellent communications and ensure levels of engagement regarding change are achieved across multiple communicative means and channels.
 - Engage with internal and external stakeholders where needed, to gather feedback and ensure smooth change management processes are applied and stakeholder relations

are effectively maintained, especially where there are barriers to change that need to be overcome.

- Represent the organisation at relevant business events, meetings, and conferences where needed.

- **Monitoring and Reporting:**

- Continuously monitor the effectiveness of business change identifying any areas of concern and reporting on progress to senior management. This also involves adapting the change strategy as needed based on feedback and outcomes.
- Identify and escalate potential risks associated with change, in a timely manner, and develop strategies to mitigate these risks. This involves understanding the broader implications of the change and planning for unforeseen challenges.

- **Post-Implementation Review:**

- Working closely with Programme team, evaluating the effectiveness of the change after implementation, learning from the experience, and applying these insights to future change initiatives.

While this role will lead on regulatory change, there is equivalent change taking place in the IAA's regulatory work. During times of peak activity, it may be that the postholder is asked to provide support to colleagues leading on some elements of enforcement change to support overall business delivery.

Person Specification – essential criteria:

Essential Criteria:

- Experience working in a policy environment, developing policy thinking and drafting policy documents
- Experience working in a regulatory body or similar environment.
- Experience in business change management, and ideally with experience in process design.
- Ability to act without delay and make effective decisions autonomously, when required.
- Requirement to use own initiative and act independently.
- Able to work in an environment where there are periods of concentration and frequent interruptions, that can occur alongside focusing on complex activities.
- Excellent project management skills, with a track record of delivering projects on time and within budget.
- Able to communicate effectively when working under pressure to ensure levels of engagement are maintained, and / or where there is resistance to change
- General expertise in IT and the application of systems and software, with a high level of user competency in Microsoft Office applications such as Outlook, Word, Excel, and PowerPoint, with accurate keyboard skills.

Desirable Criteria:



- Holds (or studying to achieve) a professional qualification such as Managing Successful Programmes (MSP) or P3OD or has equivalent experience.
- Change Management qualification, ITIL, Lean, or related fields.
- Advanced problem-solving and analytical skills.
- Background in training and development, with the ability to design and deliver effective training programmes.
- Knowledge of the UK immigration advice regulatory environment.
- Demonstratable emotional intelligence, mentoring and engagement skills
- Experience of salesforce systems

Competencies required:

- 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.



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 5pm on **17th August 2025**.

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

- Shortlisting completed **24th August 2025**
- Successful candidates invited to interview by **26th August 2025** (additional details to follow)
- Interview dates **2nd – 3rd September 2025** via Teams, candidates must be available for interview on these dates.
- Candidates informed of interview outcomes by **5th September 2025**

Please note: If you have not received a response to your application by **26th August 2025** unfortunately you have not been selected for interview and your application will not progress any further. Feedback will only be given to candidates who attend an interview.

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 an 18month fixed term appointment.

Salary:

The starting salary for the role is £42,444 rising to a target rate of £45,534 per annum after completion of the 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. You will be required to travel regularly to meet with your colleagues and external stakeholders, and for organisation-wide gatherings which are usually held every two months. 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. Following 5 years continuous employment with the IAA your annual leave allowance will increase to a full-time rate of 30 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.