

Job title:	Global Immigration Consultant (EMEA region)
Reports to:	Global Immigration Manager
Location:	London, EC2R
Working hours:	Full time, Monday to Friday.
Travel required:	No (but may be required to travel to other London locations)

Introduction to Newland Chase

Newland Chase is a specialist immigration firm with over 50 offices in 23 countries, providing a truly global service. Our professional team of experts have in-depth technical skills and understand the complexities of global immigration policies to ensure our clients compliance. Our clients range from growing technology start-ups to multi-national engineering firms, enabling us to offer tailored solutions to meet the specific needs of their industry and company size.

We have expanded to become a multi-national firm with offices around the world. Whilst we benefit from the infrastructure and resources that come from being part of a global company, Newland Chase continues to provide bespoke care, synonymous with a smaller, specialist immigration provider.

Our team consist of multilingual business advisors who are familiar with the tight timeframes involved in the global relocation of employees and understand our clients desire for a first class service. In all matters, each member of our team tailor their services to suit their individual client, providing them with a personal, bespoke service.

For more information on Newland Chase and our growing team please visit our website: <http://www.newlandchase.com/>

Why work for us?

At Newland Chase, we pride ourselves on valuing our exceptional staff; ensuring they feel appreciated in their hard work. It is imperative to us that our team achieve their career goals and continuous development means that many of our senior team have developed into Management roles within our immigration practice.

We encourage a work- life balance whilst also offering interesting and demanding roles that provide a busy and varied workload. We believe, our regular social events allow everyone to interact in a more relaxed environment, helping to build an even stronger team.

Our Investment in technology for our staff means all IT solutions are designed in-house and are bespoke to our specific requirements. These ensure compliance and efficiency for both employees and clients.

Position Summary

As the business continues to grow, Newland Chase's Global Immigration division is going from strength to strength. This position, offers the opportunity to join our well respected, award winning immigration practice.

This role will allow you to work within, and learn from, a busy team of experienced and knowledgeable professionals who are from a combination of law firms, world renowned global immigration consultancies, ex-Government bodies and specific industry backgrounds. This is an exciting chance to develop your career and have the autonomy to manage client and government relation-ships, working at the forefront of new and developing immigration policies and practices whilst providing first class service.

Duties will include but will not be limited to:

- Carrying out volume global casework for assigned countries (namely the EMEA region), including case initiation, case assessment, provision of advice on applicable rules and procedures, case preparation and submission, monitoring progress and follow up on completion
- Listening actively to the client needs to ensure these are met and anticipating customer needs where possible, offering pro-active advice.
- Remaining up-dated on industry events/circumstances that may be relevant to the client
- Communicating regularly with clients to build a warm relationship whilst focusing on business needs and ensuring that client service review meetings are held regularly, with formal agendas and presentations

- Attending client meetings, telephone & video conferences/webinars as required
- Identifying, pursuing and generating new business leads, ensuring that work is profitable.
- Managing own time appropriately, taking initiative to prioritize, identify and address critical tasks effectively, whilst remaining flexible to changing priorities.
- Using exceptional organizational skills to meet or exceed customer expectations (including where SLAs are in place). Responding to email and telephone enquiries in a timely manner and ensuring that advice is comprehensive and accurate, managing expectations where needed and escalating issues promptly and appropriately.
- Utilizing resources and researching complex cases/scenarios.
- Recommending improvements in work procedures, policies or systems in area of assigned responsibility.
- Personal involvement with seminars, webinars, internal and external networking events etc.
- Shows genuine interest and concern for global colleagues, working together as part of a team to deliver the best outcome.
- Works with third party providers across the globe to efficiently deliver services to clients
- To undertake all other reasonable duties as requested.
- Monitoring application deadline and completing assigned work within the appropriate time frames.
- Using sound judgment in assessing client risk and escalating potential issues to senior management in a timely manner.
- Taking care to consider alternatives and delivering appropriate decisions with minimal senior management involvement.
- Monitoring visa expiry dates and alerting the client appropriately.
- Ensuring that the appropriate client records are established and maintained and that key correspondence and documentation is saved in Immigo
- Ensuring that all work undertaken is in scope, is billed promptly on completion and that additional fees are agreed in advance for additional services.
- Working with professionalism, honesty and integrity maintaining confidentiality at all times and to model the company values.
- Ensuring that each immigration application is handled expediently, accurately, in compliance with local immigration law and consistent with Newland Chase's global standard.

Person Specification (E = essential, D = desirable)

- ◆ Graduate level degree or equivalent – **D**
- ◆ Previous Immigration Advisory experience – **D**
- ◆ 2 years of experience or higher - **D**
- ◆ Proven ability to research, identify, analyze and interpret information from a range of sources and develop an appropriate solution - **E**
- ◆ Proven ability to work as part of a team - **E**
- ◆ Proven ability to undertake work on a project basis – **E**
- ◆ Able to demonstrate a positive and flexible attitude to work, particularly new initiatives - **E**
- ◆ Proven ability to manage a diverse and varied workload – **E**
- ◆ Proven ability to maintain a clear overview of the key issues and prioritize effectively - **E**
- ◆ Proven ability to influence effectively and sensitively, verbally and in writing – **E**
- ◆ Second Language – **D**

Key Competencies

- ◆ Presenting and communicating Information
- ◆ Writing and reporting
- ◆ Applying expertise
- ◆ Delivering results and meeting customer expectations
- ◆ Achieving personal work goals and objectives
- ◆ Persuading and Influencing

Our Values: Our Values emphasize the following 5 key areas:

- ◆ **Embrace Global Diversity**— we work collaboratively and seamlessly across a global footprint to deliver exceptional client satisfaction.
- ◆ **Achieve Excellence Through Accountability** – We hold ourselves and each other accountable for our client's successes, instilling confidence and trust by taking ownership, delivering on commitments and exceeding expectations.
- ◆ **Understand Our Clients** - We listen to our clients, understand their needs and expectations, and work closely with them to develop the best solution based on their business goals and mission.
- ◆ **Pursue Knowledge and Stay Informed** – We are informed experts connected to our clients, operating in a dynamic, fast paced and complex global environment
- ◆ **Operate as a team**— We respect, trust and support one another; recognizing that we provide the best solutions for clients because we rely on each other
- ◆ **Act with complete integrity** - We protect our client's interest's data and reputations through a strong ethical culture and rigorous