



G Solutions Group doo was founded in 2014 with headquarter in Belgrade, Serbia.

As a result of commitment to development, continuous growth of human capital and improvement of business processes, G Solutions Group and its subsidiaries and all of the brands within the Easytovisa Portfolio have become the first CEE independent visa service and online immigration consultancy provider.

Easytovisa is a trusted visa service provider for some of the leading regional companies, in a wide range of industries.

[Fast and Secure Route to all Your Visas - Easytovisa](#)

Job Details: Immigration Consultant Support

CIBTvisas

About our Partner

Newland Chase, a wholly owned subsidiary of CIBT, is the leading global provider of immigration and visa services for corporations and individuals with over 1,600 expert immigration and visa professionals, attorneys and qualified migration consultants located in over 60 offices in 27 countries.

With thirty years of experience, CIBT is the primary service provider to 75% of Fortune 500 companies. CIBT offers a comprehensive suite of services under two primary brands: Newland Chase, focused on global immigration strategy and advisory services for corporations worldwide and CIBTvisas, the market leader for business and other travel visa services for corporate and individual clients.

We commit to delivering a superior service experience to our clients on each and every engagement.

We value our employees and prioritize their career growth and development. As part of our team, you will work with world-class visa and immigration experts. You will learn in a dynamic, collaborative, and complex global environment, using industry-leading technology solutions. Our profound commitment to ethics, compliance, and diversity, along with our respect for one another, are key to our strength and success.

Position Overview

Newland Chase Immigration Consultant Support assist the Immigration Consultants to coordinate global immigration services, providing compliant and best practice immigration guidance to a portfolio of clients who are internationally relocating. Our Immigration Consultant Support staff support the Immigration Consultants as well as the wider Newland Chase team with all of their organisational and administrative needs with speed and accuracy, encompassing a variety of tasks whilst assisting in client case work within the guidelines of the OISC, with the end goal of delivering superior service.

As we build out our casework model, Consultant Support roles will be based in the UK and Serbia sharing the activities. Whilst these activities will be location-specific, there is ongoing scope for further flexibility and transition. The below responsibilities include all activities irrespective of location.

Responsibilities:

- Assisting with the preparation of application packs for corporate and private client cases for submission in country and out of country. Working directly with consultants, liaising with the Home Office and visa centres regarding progress on visa applications. Chasing decisions but would not include providing 'representations' – no correspondence that addresses any issues at a case level other than to request updates.
- Updating Immigo with necessary information including any actions directly taken by support as the case proceeds; adding management and government fees to Immigo to assist with invoicing, providing this has been confirmed by the consultant.
- Checking the drafting and assisting with the submission of online government application forms – checking the partially completed forms, drafting the information for consultant and/or applicant review and once the Immigration Consultant has provided sign off for the application, support to make the online submission and pay the application fee.
- Drafting and assisting with the assignment of certificates of sponsorship, as well as undertaking other various tasks on the Sponsor Management System, as directed by the case consultant; creating the COS, drafting the information for consultant and/or client review and once consultant has completed all fields and provided sign off for the certificate, support to pay the COS fee.
- Applying for ENICs on behalf of clients, as directed by the case consultant.
- Scanning client documents and saving them to the relevant document repository.
- Taking payments from clients via Adflex.
- Audit and close cases on Immigo as directed by the team.
- Supporting consultants with the issuance of appointment and completion letters to clients – this would include entering details onto templates for consultant's approval. Consultant to sign off and send the completion letter.
- Working as part of the wider support team by providing support where necessary, managing own time to ensure maximum efficiency whilst remaining flexible to changing priorities.
- Maintain strict confidentiality, ensuring secure document handling and protection of client Personal Identifiable Information (PII) and all other data, adhering to the company's data security policies and procedures.
- Complete all work in strict compliance with law, regulations and company policies, supporting CIBT's and Newland Chase's strong ethical culture.
- Answering the phones to clients, passing onto the relevant immigration consultant, as well as accurately capturing new business enquiries – provide company information and we can signpost UKVI website or OISC etc.
- Managing incoming and outgoing post.
- Greeting visitors including clients and couriers in a friendly and professional manner.
- Booking couriers and tracking deliveries.
- Booking meeting rooms and recording visitors.
- Pulling reports including document expiry reports.



- Undertaking and/or assisting with Right to Work checks where required (advanced).
- Training new Consultant Support staff joining the company (advanced).

Person Specification (E = essential, D = desirable)

- Proven excellent communication skills, interpersonal skills and good telephone manner – E
- Proven organisational abilities and time management skills – E
- Proficiency in Microsoft Word and Excel – E
- Strong client service mentality – E
- Strong administrative experience - E
- Experience in immigration or related field – D

Key Competencies

- Planning and organising
- Working collaboratively in a team
- Delivering results and meeting customers' expectations
- Working well under pressure and with accuracy
- Ability to meet deadlines
- Exceptional attention to detail, accuracy and strong proofreading skills
- Comfortable with learning new systems and technology

Our Values:

Our Values emphasise the following 6 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 clients' 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 clients' interests, data and reputations through a strong ethical culture and rigorous compliance programs.