Asylum Casework Directorate
Administrative Officer

INFORMATION FOR CANDIDATES
About us

UK Visas and Immigration (UKVI) is undergoing an exciting period of change. Alongside the other areas of the Home Office, the department is embarking upon a transformational programme to become a highly competent, continuously improving organisation which controls migration for the benefit of the UK, making correct decisions on who may visit or stay, and deterring, stopping or removing those who have no right to be here, in a way that affords value for money for the taxpayer.

The Asylum Casework Directorate is responsible for registering, deciding and concluding asylum protection applications. The primary function of the Directorate is to make high quality decisions on asylum cases and work with other parts of the organisation to ensure effective immigration control.

The work of the directorate is high profile, and as a consequence you will be expected to deliver consistently excellent performance in a challenging and variable environment. The work that you undertake is life-changing; in order to achieve your best you will be supported by an experienced team and given full training, which will enable you to provide administrative support to enable considered, timely and fair decisions to be made.

Job Details

Directorate: Asylum Casework Directorate

Locations: London Bridge, Croydon, Hounslow, Folkestone, Cardiff, Solihull and Leeds

When completing the application form, you will be asked to indicate the location in which you would like to work.

Please note that as well as recruiting to posts that are currently available we will also create a reserve list for each location. Candidates that gain a place on the reserve list will be contacted if and when further positions become available within the next 12 months.

Background and Job Description:

The role will provide administrative support to Caseworkers working on a range of asylum and human rights applications. Successful candidates will carry out a range of administrative tasks including updating a range of internal systems, answering calls and producing a range of high quality correspondence as well as liaising with a range of internal and external partners.

The post holder will be working in a high profile, fast paced government department working to tight deadlines. This will entail meeting demanding performance targets within a tightly controlled quality framework.

Specific duties will include:

- Carrying out specific administrative tasks in line with established processes and instruction such as producing casework letters and financial support paperwork.
• Using and updating Directorate IT systems including Case Information Database (CID), Asylum Support System (ASYS), Collaborative Business Portal (CBP), Warnings Index Control Unit (WICU) and Police National Computer (PNC)
• Answering and screening telephone calls, taking messages, responding to queries ensuring professional communication skills and seeking advice where required
• Producing high quality and accurate correspondence to strict deadlines
• Generic duties include liaison with internal and external partners
• Minor duties as instructed e.g. photocopying, sorting and distributing incoming correspondence, files etc.
• Dealing with sensitive document and personal information in the appropriate manner in keeping with Home Office values.
• Ensuring that more complex issues are escalated to the appropriate manager where necessary.
• Accurate file and record management

Training and Developmental Opportunities

Your learning and development are important to us. You will develop your skills throughout your employment. This is a great opportunity to come into a varied, dynamic and fast-moving environment.

Person specification

All staff will actively follow and promote all Home Office values and behave in a professional manner at all times in line with UKVI professional standards.

We are looking for staff who are:

• Are committed to continuous improvement, in an environment where performance matters;
• Are flexible, adaptive and creative in solving problems and dealing with change
• Can effectively organise and plan;
• Are professional and customer-focused;
• Have a strong sense of personal ethics and honesty;
• Enjoy dealing with members of the public and external and internal stakeholders; and
• Can demonstrate sound interpersonal, communication and relationship-building skills and thrive working as part of a team.

Staff will be expected to demonstrate the following behaviours within the Civil Service Core Competency Framework:

• Delivering at Pace
• Changing & Improving
• Delivering Value for Money
- Seeing the Bigger Picture
- Collaborating and Partnering
- Leading and Communicating

**Desirable skills:**

A working knowledge of Microsoft Office Word, Excel and Outlook is desirable.

**Qualifications**

In order to be eligible to apply, candidates need to meet either the qualification or experience requirements:

Have a minimum of 5 GCSE’s including English Language at grade C or above.

Or

Proven administrative experience

**Special Conditions**

- The post is offered on the basis of a fixed term 24 month contract with the chance of permanency.
- Disabled candidates are encouraged to apply under the Guaranteed Interview Scheme.
- **Internal Candidates:**
  Existing civil servants, if successful, will take up this position on a 2 year loan from their current department.

**Recruitment Process**

The recruitment process consists of the following stages

- Completing the on-line application form
- On-line tests
- Eligibility checks
- Interview

Further information and full instructions will be given to all candidates at each stage of the recruitment process.
**Recruitment Timelines**

The campaign will run in line with the following timetable:

<table>
<thead>
<tr>
<th>Action</th>
<th>Indicative Dates</th>
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<tbody>
<tr>
<td>Deadline for submitting applications</td>
<td>28/10/2013</td>
</tr>
<tr>
<td>Online test invitations despatched</td>
<td>By 30/10/2013</td>
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<tr>
<td>Deadline for completing online tests</td>
<td>06/11/2013</td>
</tr>
<tr>
<td>Interviews</td>
<td>From 26/11/2013</td>
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**Application Process**

The application process is online and can be accessed via [www.capitaras.co.uk/cw](http://www.capitaras.co.uk/cw)

**Terms and Conditions**

**Contract length:** The post is offered on the basis of a fixed term 24 month contract with the chance of permanency.

**Salary:**

- London (London Bridge, Croydon, Hounslow): £16,518 - £18,657 + LLA
- National locations (all others): £15,386 - £17,337

**Location:** London Bridge, Croydon, Hounslow, Folkestone, Cardiff, Solihull and Leeds.

**Annual leave:** 25 days plus you are also entitled to 8 days public holiday and 2.5 privilege days leave to be taken at fixed times of the year.

**Hours:** You will normally be required to work a 5 day week of 36 (Croydon, London, Hounslow) / 37 hours (other locations) excluding meal breaks.

**Nationality:** You must be a British Citizen, Commonwealth Citizen or a national of a state within the European Economic Area. You must have no restrictions on employment and there must be no time limit on your permitted stay in the UK. In addition you should normally have lived here continuously for the last 3 years.

**Health Standard:** You must be able to give regular and effective service. You will be asked to complete a health declaration, and, if necessary, to attend a medical examination.
Probation: You will be on probation for a period of 6 months. Your performance, conduct and attendance will be monitored and reviewed. You will be required to serve a period of probation starting from the confirmed date of appointment.

Terms of Employment: The Home Office is updating its terms and conditions of employment as part of Civil Service Reform. It is the candidate’s responsibility to ensure they are aware of the Terms and Conditions they will adopt should they be successful in their application. Details will be available once an offer is made.

No Smoking Policy: The Home Office operates a no smoking policy in all premises and smoking facilities are not provided.

Confidentiality: You will be subject to the provisions of the Official Secrets Act and required to exercise care in the use of official information acquired in the course of official duties, and not to disclose information which is held in confidence.

Security Clearance: The posts covered by this scheme of recruitment require security clearance. (CTC - Counter Terrorist Clearance)

If you are selected for interview you will be asked to complete a security questionnaire which will explain the Government’s vetting policy.

Candidates are normally required to have a minimum period of three continuous year’s residence in the UK before they can be considered for security clearance.

You should be aware that a lack of sufficient background information may preclude you from being granted security clearance.

Guaranteed Interview Scheme The Home Office operates a guaranteed interview scheme for people with disabilities (as defined by the Equality Act 2010) who meet the minimum criteria for this appointment as published in the advert. If you wish to apply for consideration under this scheme, please complete the relevant section of the application form including any special arrangements you may require at the assessment centre. This will enable us to make the appropriate arrangements, if necessary.

Relocation expenses: All those appointed will have to pay their own relocation expenses.

Outside activities: You may not take part in any activity which would in any way impair your usefulness to the Service, or engage in any occupation which may conflict with the interests of your department or be inconsistent with your official position. Subject to these conditions, work of a minor or short-term nature (for example, vacation work or work after hours) is normally allowed, provided you seek prior permission.
You will also be subject to certain restrictions, depending on your grade and the nature of your work, on national and local political activities. These include standing as a candidate in parliamentary or local authority elections, or canvassing on behalf of candidates; and expressing views on matters of political controversy in public speeches or publications.

**Equal Opportunities:** The Home Office is committed to a policy of equal opportunity for all staff. We will not discriminate on grounds of:

- gender
- gender identity
- race
- disability
- sexual orientation
- religion or belief
- age
- marriage and civil partnerships
- pregnancy and maternity
- caring responsibilities
- part-time working, or
- any other factor irrelevant to a person’s work

We encourage a diverse workforce and aim to provide a working environment where all staff at all levels are valued and respected, and where discrimination, bullying, promotion of negative stereotyping and harassment are not tolerated.

Home Office HR procedures (for example, for recruitment and selection, staff appraisals and career progression) are based on an assessment of an individual's ability and their suitability for the work. We are committed to providing all staff with opportunities to maximise their skills and achieve their potential, offering flexible working arrangements wherever possible.

As a public authority, the Home Office has statutory duties placed on it under the Equality Act 2010 that state that it must have due regard of the need to:

- eliminate discrimination, harassment, and victimisation
- advance equality of opportunity, and
- foster good relations

We expect all staff to assist the department in meeting these obligations.

The Home Office has concluded that membership of any group or organisation that promotes hatred in its philosophy, aims, principles or policies, based on gender, gender identity, race, disability, sexual orientation, religion or belief, is incompatible with the work and values of the Home Office.

**Retention of Personal Data:** The personal data which you have provided, and which we may request in connection with your application, will not be retained beyond 24
Data: months should your application be unsuccessful. If you are appointed to the posts applied for, your personal data will only be used for the purposes of Personnel Management.

Pre-appointment Enquiries: If you are recommended for appointment, enquiries will be carried out into your nationality, health and other matters, to ensure that you are qualified for appointment. To enable these enquiries to be completed, we will need to see your original birth certificate and/or passport. When the enquiries are completed satisfactorily, it will be for the UK Visa and Immigration to make you a formal offer of appointment. We may also require other forms of identification which will be confirmed should you be invited to attend an interview.

Benefits:
- 25 annual leave days
- 8 days’ public holiday and 2.5 privilege days leave to be taken at fixed times of the year.
- The Home Office Sports and Social Association - HOSSA (optional).

Opportunities: We aim to employ a workforce that reflects, at all levels, the diversity of society as a whole. All our permanent staff are recruited through fair and open competition. We take care to assess the impact of our policies on race, religion and belief, gender, gender identity, disability, sexual orientation and age equality. All of our recruitment is governed by the Office of the Civil Service Commission’s Recruitment Principles – this is available online at: http://civilservicecommission.independent.gov.uk/civil-service-recruitment/

We are highly committed to developing our staff. Staff are offered the opportunity to develop their skills through a huge range of internal and external developmental activities including training courses, e-learning, coaching and mentoring, job shadowing, secondments and out of office work experience.

Complaints under the Civil Service Commission’s Recruitment Principles:
The Department’s recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition as outlined in the Civil Service Commission’s Recruitment Principles. If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact the advertising manager in the first instance. If you are not satisfied with the response you receive from the Department, you can contact the Office of the Civil Service Commission.
The Home Office is committed to Equal Opportunities and as a ‘disability symbol holder’ actively encourages applications from disabled people. We operate two schemes to ensure that candidates are not prevented from demonstrating their true abilities during a selection exercise.

1. **The Guaranteed Interview Scheme**: We recognise that disabled people may have been disadvantaged in their employment opportunities and therefore we guarantee to interview all disabled applicants who meet the essential requirements for the job vacancy and consider them on their abilities.

2. We have a commitment to make **Reasonable Adjustments** to our recruitment and selection processes, where appropriate. This is to ensure that no candidate, whether or not they have a disability, is unfairly prevented from demonstrating their true abilities.

Candidates wishing to be considered under the guaranteed interview scheme should complete the relevant section of the online application form.

The application form will also give candidates the opportunity to enter details of any reasonable adjustments that are required to enable completion of the recruitment process.

The published essential requirements in the case of this role are as follows:

1) Passing the basic eligibility questions as published on the application site  
2) Achieving a minimum score at the online testing stage of the recruitment process
Declaration Form

Please ensure you read and understand the following. By submitting an online application you agree to be bound by it.

If you are successful at all stages of the application process and subsequently offered a position with the UK Visas and Immigration you must not:

- Give specific advice to, or write on behalf of, an applicant based on knowledge of the way the UKVI operates which may give advantage to the applicant;
- Use your official position to further your private interests or the interests of others;
- Allow your name to be used as a referee in applications for naturalisation as a British citizen or British Dependant Territories citizen. It is improper for you as member of staff to support applications because the decision to grant or refuse is a matter within the Secretary of State's discretion. Nor should you allow your name to be used as a reference by anyone who is an applicant to the Department, to a local authority or other public body with which the Department holds an official relationship. There is, of course, no objection to your advising friends or others who may consult you about such matters, but unless officially authorised, you should not discuss the handling of an individuals application with them or the particular reasons for that discretion;
- Engage in any occupation or undertaking, which might conflict in any way with the interests of the Department, or be inconsistent with your position as a civil servant. You may not in any circumstances act as an agent for applications for any form of British nationality, or for any renunciation of any form of British nationality.

All applicants are required to declare any areas of private interest where these may conflict with the interests of the Department. Where a conflict of interest exists employment will be refused. A civil servant must not subordinate their duty to private interests or put themselves in a position where their duty and their private interests conflict. Nor must they engage in any occupation or undertaking, which might in any way conflict with the interests of the Department or be inconsistent with their position as a civil servant. It is therefore essential that all applicants wishing to join the Department declare any potential conflicts of interest. For example, there will be a clear conflict between the interests of an individual who privately assists or advises those applying through the immigration process, and the official interests of the Department. Clearly the Department is unable to employ any person who engages in such activities.

Declaration:
The details given when completing the online application are correct to my knowledge and belief. I understand that the data I have given will be processed in accordance with the Data Protection act 1998, and that the Home Office will make this data available to external business partners as part of the recruitment process. By submitting an application, I hereby give my permission for my details to be retained in connection with this application. I also understand that withholding relevant details or giving false information may result in my application being rejected or that I may be dismissed if I have already been appointed. I will undertake to notify any material changes to the information I have given above to the Personnel section concerned and understand that credit reference checks may be carried out.
The UKVI have the right to refer to a candidate’s immigration records prior to and during their employment where there are grounds to consider the candidate’s immigration status in relation to their application for this post.

**Employment of Ex-Offenders in the Home Office: policy statement**

This statement applies to the central Home Office, and includes UK Visas and Immigration

**General Principles**

- The principle responsibilities of the Home Office are to protect the public and to secure our borders. We work with the police and security agencies to ensure we do all we can to achieve these objectives.

- These responsibilities mean that we set very high standards for our staff. Honesty and integrity are essential and form part of the core values of the Civil Service.

- We will always carefully check the suitability of new employees for employment at the Home Office and are not tolerant of dishonest behaviour. We do not condone criminal activity in any way.

- However, within these constraints, we recognise the contribution that ex-offenders can make to a workforce. Our aim is to ensure that potentially suitable candidates for employment are not automatically ruled out from employment with the Home Office. As such, having a criminal record will not automatically bar an individual from working with us. This will depend on the:
  - nature of the position;
  - the circumstances, seriousness and background of the offence(s);
  - whether or not the conviction is “spent” (“Spent” convictions need to be declared when applying for security clearance);
  - the applicant’s openness shown in declaring the conviction.

**Pre-appointment Procedures**

- We carry out our own pre-employment checks and security clearances which includes checks about an applicant’s character and integrity.

- We exercise vigilance and rigour in the recruitment of staff who will be working in sensitive areas of Departmental business or with vulnerable groups. For example, where a position involves regularly caring for, supervising, training or being in sole charge of children under the age of 18 or vulnerable adults we will seek enhanced disclosure from the Criminal Records Bureau.

- All applicants are obliged to complete a Security Questionnaire or Criminal Convictions Declaration Form when applying for a position within the Home Office. The type of form to be completed depends on the level of clearance required for the post. In order for security clearance to be considered, certain pre employment enquiries for example, relating to identity, immigration, some financial and recent background checks will need to be undertaken. The relevant security form can be sent under separate, confidential cover, to authorised individuals and will normally only be seen by those who need to see it as part of the recruitment and vetting process.

- We ensure that all those who are involved in the security vetting process have been suitably trained to identify and assess the relevance and circumstances of offences. We
will consider issues such as the post for which the individual is applying, the nature and seriousness of the offence, the length of time since the offence was committed and the relevance of the conviction but each case will be considered individually on its merits.

- Information about convictions or criminal activities provided as part of the recruitment process will be treated in confidence. A criminal record will not necessarily prevent an individual from gaining security clearance.

- The HO will maintain the confidentiality of any disclosures made and in asking for disclosures we trust the applicant to be honest about their background. Any failure to disclose relevant circumstances or information is likely to be regarded as evidence of unreliability and will be taken into account in assessing suitability for employment and security clearance.

Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or termination of a contract where employment has already started and then information subsequently comes to light.

Civil Service values

1. The statutory basis for the management of the Civil Service is set out in Part 1 of the Constitutional Reform and Governance Act 2010.

2. The Civil Service is an integral and key part of the government of the United Kingdom (i). It supports the Government of the day in developing and implementing its policies, and in delivering public services. Civil servants are accountable to Ministers, who in turn are accountable to Parliament (ii).

3. As a civil servant, you are appointed on merit on the basis of fair and open competition and will be expected to carry out your role with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality. In this Code:

   - ‘integrity’ is putting the obligations of public service above your own personal interests;
   - ‘honesty’ is being truthful and open;
   - ‘objectivity’ is basing your advice and decisions on rigorous analysis of the evidence; and
   - ‘impartiality’ is acting solely according to the merits of the case and serving equally well Governments of different political persuasions.

4. These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and retain the respect of Ministers, Parliament, the public and its customers.

5. This Code (iii) sets out the standards of behaviour expected of you and all other civil servants. These are based on the core values. Individual departments may also have their own separate mission and values statements based on the core values, including the standards of behaviour expected of you when you deal with your colleagues.
Standards of Behaviour

Integrity

6. You must:
   • fulfil your duties and obligations responsibly;
   • always act in a way that is professional (iv) and that deserves and retains the confidence of all those with whom you have dealings;
   • make sure public money and other resources are used properly and efficiently;
   • deal with the public and their affairs fairly, efficiently, promptly, effectively and sensitively, to the best of your ability;
   • handle information as openly as possible within the legal framework; and
   • comply with the law and uphold the administration of justice.

7. You must not:
   • misuse your official position, for example by using information acquired in the course of your official duties to further your private interests or those of others;
   • accept gifts or hospitality or receive other benefits from anyone which might reasonably be seen to compromise your personal judgement or integrity; or
   • disclose official information without authority. This duty continues to apply after you leave the Civil Service.

Honesty

8. You must:
   • set out the facts and relevant issues truthfully, and correct any errors as soon as possible; and
   • use resources only for the authorised public purposes for which they are provided.

9. You must not:
   • deceive or knowingly mislead Ministers, Parliament or others; or
   • be influenced by improper pressures from others or the prospect of personal gain.

Objectivity

10. You must:
    • provide information and advice, including advice to Ministers, on the basis of the evidence, and accurately present the options and facts;
    • take decisions on the merits of the case; and
    • take due account of expert and professional advice.

11. You must not:
ignore inconvenient facts or relevant considerations when providing advice or making decisions; or
frustrate the implementation of policies once decisions are taken by declining to take, or abstaining from, action which flows from those decisions.

**Impartiality**

12. You must:

- carry out your responsibilities in a way that is fair, just and equitable and reflects the Civil Service commitment to equality and diversity.

13. You must not:

- act in a way that unjustifiably favours or discriminates against particular individuals or interests.

**Political Impartiality**

14. You must:

- serve the Government, whatever its political persuasion, to the best of your ability in a way which maintains political impartiality and is in line with the requirements of this Code, no matter what your own political beliefs are;
- act in a way which deserves and retains the confidence of Ministers, while at the same time ensuring that you will be able to establish the same relationship with those whom you may be required to serve in some future Government; and
- comply with any restrictions that have been laid down on your political activities.

15. You must not:

- act in a way that is determined by party political considerations, or use official resources for party political purposes; or
- allow your personal political views to determine any advice you give or your actions.

**Rights and Responsibilities**

16. Your department or agency has a duty to make you aware of this Code and its values. If you believe that you are being required to act in a way which conflicts with this Code, your department or agency must consider your concern, and make sure that you are not penalised for raising it.

17. If you have a concern, you should start by talking to your line manager or someone else in your line management chain. If for any reason you would find this difficult, you should raise the matter with your department's nominated officers who have been appointed to advise staff on the Code.

18. If you become aware of actions by others which you believe conflict with this Code you should report this to your line manager or someone else in your line management chain; alternatively you may wish to seek advice from your nominated officer. You should report evidence of criminal or unlawful activity to the police or other appropriate authorities.
19. If you have raised a matter covered in paragraphs 15 to 17, in accordance with the relevant procedures (v), and do not receive what you consider to be a reasonable response, you may report the matter to the Civil Service Commissioners (vi). The Commissioners will also consider taking a complaint direct. Their address is:

Civil Service Commission  
Room G8  
1 Horse Guards Road  
London SW1A 2HQ  
Phone: 020 7271 0831  
Email: info@civilservicecommission.org.uk

If the matter cannot be resolved using the procedures set out above, and you feel you cannot carry out the instructions you have been given, you will have to resign from the Civil Service.

20. This Code is part of the contractual relationship between you and your employer. It sets out the high standards of behaviour expected of you which follow from your position in public and national life as a civil servant. You can take pride in living up to these values.

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i This Code applies to all Home civil servants. Those working in the Scottish Executive and the National Assembly for Wales, and their Agencies, have their own versions of the Code. Similar Codes apply to the Northern Ireland Civil Service and the Diplomatic Service.

ii Constitutionally, civil servants are servants of the Crown. The Crown’s executive powers are exercised by the Government.

iii The respective responsibilities placed on Ministers and special advisers in relation to the Civil Service are set out in their Codes of Conduct: [www.cabinetoffice.gov.uk/propriety_and_ethics](http://www.cabinetoffice.gov.uk/propriety_and_ethics).

iv Including taking account of ethical standards governing particular professions.

v The whistle blowing legislation (the Public Interest Disclosure Act 1998) may also apply in some circumstances. The Directory of Civil Service Guidance gives more information: [www.cabinetoffice.gov.uk/propriety_and_ethics](http://www.cabinetoffice.gov.uk/propriety_and_ethics).

vi The Civil Service Commissioners’ Appeals leaflet gives more information: [www.civilservicecommissioners.gov.uk](http://www.civilservicecommissioners.gov.uk). This Code does not cover HR management issues.