

**The Office of the Immigration Services
Commissioner**

**Head of Information and Communications
Technology**

INFORMATION FOR APPLICANTS

You are invited to apply for the post of Head of Information and Communications Technology. There is one vacancy which is a fixed term appointment of 2 years with the possibility of extension. Although the post requires a working week of 36 hours (excluding lunch breaks), part-time working or job-sharing may be considered if circumstances allow.

Background

The Office of the Immigration Services Commissioner (OISC) is an executive non-departmental public body established by the Immigration and Asylum Act 1999 to regulate the provision of immigration advice and services throughout the UK. It is led by the Immigration Services Commissioner – a corporation sole supported by the Deputy Immigration Services Commissioner. Its website address is www.oisc.gov.uk.

The OISC seeks to protect consumers by ensuring the continuing fitness and competence of registered advisers and organisations, setting standards for registration and promoting good practice throughout the sector. In addition, it operates a scheme to receive complaints relating to immigration advice (whether or not provided by registered organisations) and it enforces the regulatory regime by identifying and, where appropriate, prosecuting individuals who are acting illegally. In addition, the Immigration Services Commissioner monitors the effectiveness of regulation of the immigration advice sector by bodies in Scotland and Northern Ireland which are beyond the jurisdiction of the Legal Services Board.

Consumers of immigration advice and services are often among the most vulnerable and disadvantaged members of society. The OISC therefore performs an essential role in maintaining continued confidence in the UK's immigration advice sector for users, the Government, the judiciary and the public generally. The OISC assists the public by providing information including a list of regulated advisers to help them make informed decisions. As of 31 March 2020, 3,167 advisers and 1,615 organisations were directly regulated by the OISC.

It is a criminal offence for any person to provide immigration advice and/or services unless they are regulated by the OISC or another statutory regulator, or they have been exempted by the OISC or the Secretary of State.

The OISC is led by the Immigration Services Commissioner, currently John Tuckett and he is accountable to Parliament through the Home Secretary.

The OISC in its 2020-23 Corporate Plan has developed a future vision for its work whereby *'Every seeker of immigration advice within the UK makes an informed choice to seek advice only from a regulated immigration adviser and receives reliable and professional advice and service that they have confidence and trust in.'* To access the 2020-23 Corporate Plan, please click [here](#).

This vision represents a significant change for the OISC by putting the Advice Seeker at the heart of all our work. Ensuring we can deliver the outcomes such a vision implies will require a different operating model of national and regional teams working across the United Kingdom (UK). This, coupled with the expiry of the lease on the current Head Office of 21 Bloomsbury Street in November 2022, and Government plans to move organisations out of central London, will mean significant change over the next two to three years for all members of staff as we move to the new model of working with many working permanently from home.

The new model of regional and national teams will need a converged IT and telecommunications infrastructure that is appropriate and able to support staff working remotely and where in the long term there is no permanent office base. This will be a major change from the current architecture which was designed some 10 years ago around office-based working for all staff.

Coronavirus has resulted in all OISC staff working from home since March 2020 and the current architecture and systems have held up well in supporting staff. Furthermore, migration to Office365 has already started with a hybrid mode with locally sited equipment being achieved.

Currently OISC owns, maintains and supports the vast majority of its ICT with a few contracts placed with external providers to deliver the remainder. Maintenance and Support is provided by a team of 1.5 fte working with the Head of ICT. The architecture also includes a Case Management System that was developed in house over 10 years ago, and which is now ageing and needs replacing. The current staff include 2 Developers whose sole role is maintaining the CMS

Much of the current infrastructure is ageing and heading towards being out of support. The impending move out of the Bloomsbury Street office in Nov '22, provides a unique opportunity to significantly update and migrate to cloud based systems and technologies and to evolve management and support arrangements. In this respect the Commissioner is keen that all options of joint working with other organisations are explored to compare with the current OISC model.

This is an exciting opportunity for someone looking for a new ICT challenge and working in one of the government's most sensitive areas. Please note that due to the Covid-19 pandemic all members of the OISC staff are currently working from home and you will be expected to do so upon appointment on a permanent basis.

The OISC has some 60 staff. More information about the OISC can be found on its website, www.oisc.gov.uk.

Recruitment process

Candidates' should send their updated CV and a covering letter (not more than 1500 words) via GatenbySanderson who are our chosen executive talent providers. The covering letter should describe their experience (past and/or present) with proven abilities for the applied position.

The application will be assessed to ensure that the candidate meets the essential criteria for the job. For those that do, a short-listing exercise based on their application form will be used to select candidates for invitation to interview. As part of the interview you will be required to give a short presentation on a subject related to the job. The interview panel will determine the suitability of the candidates for the post. If their recommendation is accepted, a conditional offer of appointment will be made to the candidate on the understanding that pre-appointment checks are successfully completed. The Commissioner will make the final decision on the suitability of pre-appointment checks. This needs to be completed prior to confirming the offer of an appointment.

Candidates who demonstrate that they meet the selection criteria but are not offered the post will have the opportunity to be placed on merit list. If, within six months of candidates being notified that they are on the list, a post arises for another suitable role within the OISC, it will be offered in merit order to those on the list.

Indicative timetable

Please note that these dates may be subject to change. Please let us know in your covering letter if you are unavailable for the interview on the date below.

Closing Date:

Short-listing Date:

Week commencing 5th April

Candidates Interview Date:

Provisional interviewing dates will take place week commencing 12th April

However, the interviewing dates will depend on the Covid-19 lockdown restrictions and we will use video conferencing if appropriate.

Equality and diversity

The OISC is an equal opportunities employer.

We welcome applications from candidates regardless of age, race, sexual orientation, gender, disability, religion or belief.

Persons with disabilities

Applications from people covered by the Equality Act 2010 are welcome. Any applicant with a disability who fulfils the essential criteria for this position will be invited to attend selection testing. The term disability is defined by the Equality Act 2010 as a physical or mental impairment which has a substantial and long-term adverse effect (that is, having lasted or likely to last for a period of twelve months or more) on the ability to carry out normal day-to-day activities. If you have a disability you should declare this on the email, or you send with your application or a covering letter if you are applying by post. If you think you have a disability but are unsure, then you may wish to consult your doctor before informing the OISC. Any false declaration of a disability which results in employment, will invalidate your contract of employment. However, declaring a disability is optional if you have a disability that you would rather not declare.

Terms of appointment and benefits

Period of appointment

The post is will be offered as a 2 year fixed term appointment with the possibility of extension.

Salary

The salary for this post is within the range of £55,000 to £69,000 per annum.

Location

You will work remotely from your home. A monthly allowance will be provided to contribute towards the day-to-day cost of working from home and you will have access to £200 to purchase any suitable equipment you may need. You will be required to travel to the OISC' s premises on occasion (post Covid-19 pandemic) initially to its Head Office at 5th Floor, 21 Bloomsbury Street, London, WC1B 3HF and to its regional offices once they have been set up. Travel costs will be met by the OISC in line with its Travel and Subsistence Policy.

Employment status

The OISC is a non-departmental public body (NDPB). Its members of staff are public sector workers and not Civil Servants.

Hours

The posts require a working week of 36 hours, excluding lunch breaks (Pro-rata for part-timers). Flexible working hours are available and most OISC staff opt for this rather than standard fixed hours.

Annual leave

Your annual leave entitlement will be 25 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 OISC will provide tailored learning and development subject to funding availability.

Pensions

You will join the Civil Service pension arrangements, which include a valuable range of benefits. We will deduct contributions from your salary with effect from your start date.

Conflict of interest

If you or a partner has any business interest or conflict of interest with the activities of the OISC, 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.

Further information about the post

If you would like to find out more about the work, please contact John Avberhota, Head of Human Resources and Corporate Support on 020 7211 1535. If you would like to find out more about the OISC you can visit our website at www.oisc.gov.uk.