



Job Description

Job Title	Welfare Officer
Directorate	City Development
Service Area	Economic Strategy, Skills and Sustainability
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Office based
Location	To deliver in a variety of locations throughout the city
Disclosure and barring service (DBS)	Children's and Adults Barred List Enhanced
Job Evaluation Ref No	A10343

Job Purpose

Directly Responsible For:

Not applicable

Directly Responsible To:

Advanced Practitioner





This post will provide welfare support to ESOL learners, and other learners from a refugee, migrant or asylum-seeking background who are accessing Adult Learning Services. This role is part of the Our Liverpool Plan 2024-27 which exists to make Liverpool a welcoming city and Liverpool City Council a migrant-friendly organisation where people seeking sanctuary and vulnerable migrants can thrive from the day they arrive. The Welfare Officer will be based in Adult Learning Services and will also work closely with the Our Liverpool Refugee and Migration Team to support learners in the best way possible.

The strategy's overarching aims are that people seeking sanctuary and vulnerable migrants:

1. Can thrive in safe, welcoming, and cohesive communities where they can share their skills to aid the economic development of the city and to benefit from it
2. Understand and can exercise their rights, responsibilities, and entitlements
3. Can access well-coordinated services, which recognise and meet their rights and needs
4. Can collaborate with the Council to inform local policy and planning and influence central government

This role will help to increase in the number of people with ESOL language needs across the city, as part of the Our Liverpool Plan. They will help achieve the priorities within the 'Economic Inclusion for all' thematic area including:

- Support the utilisation of migrant skills, and provide support for those wishing to volunteer, work or start their own business
- Support the development and delivery of a Refugee Employment Hub for newly granted refugees to access move-on and employment support in partnership with the DWP





- Establish an ESOL Hub to improve access to ESOL provision, in partnership with providers across the city
- Provide training in response to the needs of people seeking sanctuary and vulnerable migrants. This will include interpreting, business administration, IELTS, and key skills

Main Areas of Responsibility:

Support for people with ESOL language needs and other learners seeking sanctuary (people seeking asylum, refugees and migrants) in Liverpool

1. Learner Engagement and Empowerment

- Collaborate with Curriculum Leaders and tutors to identify appropriate learning opportunities tailored to diverse learner needs
- Develop and implement personalised learner support programmes to enhance success and progression throughout the learner journey
- Provide targeted support to learners facing multiple barriers, helping them build confidence, aspirations, and navigational skills
- Deliver tailored advice and guidance before, during, and after courses to support learners in planning and achieving their next steps
- Facilitate access to various learning tools and platforms, including online and remote learning options

2. Contribution to 'Our Liverpool' Refugee and Migration Plan

- Work towards the Our Liverpool key priorities to make Liverpool a welcoming city for people seeking sanctuary and vulnerable migrants
- Participate in Our Liverpool meetings and events, connecting with other services for the benefit of sanctuary seekers
- Update and contribute to the Our Liverpool directory of services for sanctuary seekers
- Monitor and report on outcome data aligned with the Our Liverpool Refugee and Migration Plan priorities

3. Partnership and Community Engagement

- Build and maintain strong relationships with voluntary, community, and statutory sector partners





- Strengthen referral pathways and collaborative working with key stakeholders
- Work directly with refugee and migrant communities to ensure their voices inform service delivery and development

4. Quality Assurance and Service Improvement

- Support the service self-assessment process and learner/employer voice strategy ensuring every aspect of the learner journey is monitored, assessed and reported upon for quality improvement and service standards in line with national best practice
- Maintain accurate records using case management and Council systems, ensuring data integrity and confidentiality
- Stay informed about welfare services and key policy developments affecting learners, including issues related to health, housing, employment, benefits, asylum, and refugee resettlement
- Demonstrate understanding and experience in safeguarding, trauma-informed care, and cross-cultural working to ensure learner safety and well-being
- Appropriately manage sensitive and confidential information
- Attend and support meetings, steering groups, and forums related to service provision and learner support
- Promote equality and non-discriminatory practices in all aspects of work

5. Additional Responsibilities

- Undertake any other duties appropriate to the role and grade as required

Supervision and Management Responsibility:

This role has no supervisory or line management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact





Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

This job is office based. It will involve outreach and community engagement, requiring travel across Liverpool.

There are no additional physical demands above what is reasonably to be expected within these working environments.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan





Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.





Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Level 2 or above qualifications in maths and English (A)

Desirable

- Mentor/Coaching qualification
- Evidence of commitment to ongoing professional development

Experience

Essential

- Experience of working with learners who face one or more barriers in learning (A/I)
- Experience of working with refugee and migrant communities and an understanding of the issues faced by learners from these communities (A/I)
- Proven ability to appropriately signpost individuals to relevant external agencies and specialist support services, ensuring their welfare needs are met through accurate, timely and sensitive referrals and ability to problem solve and network, to support learners facing difficulties in their (A/I)





Desirable

- Experience supporting the development of networks and groups with both statutory and non-statutory services
- Experience handling distressing and sensitive information confidentially and supporting the coordination of LAs and statutory services to set up support vulnerable families
- Experience of running trauma-informed services
- Experience of working with and presenting to a broad range of internal and external stakeholders
- Experience of working as a member of a team

Skills/Abilities

Essential

- Ability to handle sensitive and confidential information (I)
- Ability to analyse and report upon complex information and data (AI)
- Advanced in use of Microsoft Word, Excel, and PowerPoint (AIT)

Desirable

- Ability to network with a wide-ranging audience from different organisations and individual backgrounds to facilitate information sharing in a timely manner
- Ability to work to a high degree of accuracy under pressure, meet strict deadlines and be responsive to changing priorities
- Ability to use own initiative and work with minimal supervision
- Excellent interpersonal and communication skills, working effectively with others to deliver cross sector or cross service projects





- Work effectively as a team member

Commitment

Essential

- An understanding of the needs and experiences of refugees, asylum seekers and/or vulnerable migrants, alongside local community cohesion issues (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

