

Job Description

Job Title	NRPF Pathway Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	5
Competency Level	1
Salary	£30,060 - £34,314
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9243

Job Purpose

To provide business support for the NRPF team in relation to support for people who have no recourse to public funds (NRPF). To deliver a high-quality service which supports the identification and assessment of need, provides support where required and locates timely pathways to independent living.



Directly Responsible For:

Not applicable

Directly Responsible To:

NRPF Pathway Team Leader

CONTEXT:

This post will be part of the Council's new No Recourse to Public Funds (NRPF) Pathway team. The development of a pathway for residents who have NRPF and require Council support is a key priority of the Our Liverpool Plan 2024-27. The Our Liverpool Plan 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 NRPF Pathway team will be based in the Refugee and Migration team and work with Adult and Children's Social Care to identify NRPF cases, deliver assessments, provide subsistence and accommodation support (where applicable) and work to create pathways to independent living.

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

Main Areas of Responsibility:

- Support the creation of a migrant friendly NRPF service within Liverpool City Council and the development of a migrant friendly Council
- To maintain appropriate, up to date and accurate electronic records on relevant systems
- To liaise with internal and external partners / customers
- To process SAP orders and deal with related invoices and queries
- Provide a flexible service including scanning, photocopying, filing, post and other tasks as designated
- Record, monitor and communicate the details and number of referrals into the service to colleagues
- Manage the booking of appointments where appropriate
- Monitor the receipt of paperwork from internal / external agencies and residents with no recourse to public funds
- Manage referrals to legal professionals and other support agencies
- Book temporary accommodation and manage the records related to subsistence payments to families / individuals
- Support the compilation of up-to-date information signposting people to support services and advice
- Engage in and contribute to professional development as and when appropriate
- Active participation in and support to 'Our Liverpool' team meetings
- To deliver against the objectives of the Our Liverpool Plan, Council Plan and the Local Authority of Sanctuary

Supervision and Management Responsibility:

- No supervisory or line manager 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:

- The job is hybrid office and home based, with some outreach and home visits. 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
- To maintain confidentiality of information at all times in accordance with information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- 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 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.

Person Specification

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

Qualification and training

Essential

- IT qualification at GCSE A-C / 4-9 or equivalent qualification or experience (A)

Desirable

- Evidence of commitment to continuing professional development

Experience

Essential

- Experience of administrative work particularly in information gathering, producing reports and record keeping (A,I)
- Experience of maintaining accurate financial records such as using SAP, Microsoft Excel, and utilising case management systems (A,I)

Desirable

- Experience of working as a member of a team
- Experience of managing booking systems
- Have lived experience of the UK immigration processes or supporting those who have

Skills/Abilities

Essential

- Coordination and organisation of meetings, agendas, and reports (A,I)
- Ability to handle sensitive and confidential information (A,I)
- Advanced in use of Microsoft Word, Excel and PowerPoint (A,I)
- Ability to work to a high degree of accuracy under pressure, meet strict deadlines and be responsive to changing priorities (A,I)

Desirable

- 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

Commitment

Essential

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

Desirable

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