

## Job Description

<b>Job Title</b>	Refugee and Migration Support Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Housing
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£30,060 - £34,314
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A9081

## Job Purpose

To support work streams in relation to refugee housing advice, prevention, assessment and rehousing support. To support the delivery of a high-quality rehousing and homelessness service for refugees, ensuring pathways into and out of the service in a timely manner.

### Directly Responsible For:

Not applicable

## Directly Responsible To:

Refugee and Migration Housing Team Leader

## CONTEXT:

This post will provide support to the Council's new Refugee and Migration Housing team. The Housing team is part of the Our Liverpool team, which exists to make Liverpool a welcoming city and Liverpool City Council a migrant-friendly organisation where people seeking sanctuary and vulnerable migrants are able to thrive from the day they arrive. The team will be responsible for providing housing advice, prevention, assessment and rehousing support for people seeking sanctuary and vulnerable migrants in Liverpool.

The strategy's overarching aims are as follows:

1. People seeking sanctuary and vulnerable migrants can thrive in safe, welcoming and cohesive communities where they have the opportunity to contribute their skills to the economic development of the city and to benefit from it.
2. People seeking sanctuary and vulnerable migrants understand and are able to exercise their rights, responsibilities and entitlements.
3. People seeking sanctuary and vulnerable migrants are able to access well-coordinated services, which recognise and meet their rights and needs.
4. People seeking sanctuary and vulnerable migrants are able to 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 housing service within Liverpool City Council and 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 resource 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 homeless refugee and vulnerable migrants
- Manage the compilation and delivery of relevant paperwork to homeless refugee and vulnerable migrants
- Book temporary accommodation for refugee families
- Maintain data recording systems related to the matching of homeless migrants to available private and social properties
- Maintain data recording systems for data received from central Government departments
- Provide support for the recording of data related to people accessing the service with no recourse to public funds (i.e., with an immigration condition that doesn't entitle them to benefits)
- Support the submission of paperwork related to relevant benefits claims
- Compile and keep up to date information signposting people to support services and advice
- Engage in and contribute to professional development as and when appropriate

- 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
- Active participation in and support to 'Our Liverpool' team meetings
- Deliver against the objectives of the Our Liverpool strategy and Council Plan
- Undertake any other duties that are commensurate with the grade of the post
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

### **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. 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 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

### Desirable

- IT qualification at GCSE A-C / 4-9 or equivalent experience
- 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 and Microsoft Excel (A/I)

### Desirable

- Experience of working as a member of a team
- Experience of managing booking systems (e.g. hotel bookings)
- 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)

### Desirable

- Understanding of working with vulnerable clients / service users
- 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

## 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