

## Job Description

<b>Job Title</b>	Resettlement Project 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>	£31,022 – 35,412
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A8336

## Job Purpose

This post will support the delivery of refugee resettlement programmes in Liverpool, including the UK Resettlement Scheme (UKRS), Homes for Ukraine (HfU), and Afghan Relocation Schemes (ARP/ARAP/ACRS).

### Directly Responsible For:

Not applicable



## Directly Responsible To:

Refugee Resettlement Team Leader

## Main Areas of Responsibility:

- Support the Resettlement Team to prepare for the arrival of refugee and migrant individuals and families across all resettlement programmes
- Deliver all administrative support relevant to the delivery of refugee resettlement programmes and support the safe and successful integration of individuals and families
- Use Council and central government systems and process to carry out all financial functions across the schemes including, but not limited to, HFU sponsor and guest payments, financial claims to government departments, raise and process invoices, create Purchase Orders and Goods Receipt services daily and keep accurate records for audit
- Establish/maintain systems across the resettlement schemes to support the team with case management, reports, events, and briefings
- Use the government portal to access, save and update cases, submit financial claims, and evaluation reports
- Oversee, monitor, and report against cost centres and budgets and provide regular updates to management, making recommendations in line with council financial procedures
- Maintain and develop an awareness of the implementation of the City Council's financial procedures
- Support the establishment, maintenance and development of effective working relationships with a number of internal and external stakeholders
- Administer meetings, steering groups and other forums related to the refugee resettlement programmes

- Lead on creating communications to share with individuals, families, and communities who have resettled in the city
- Support the Refugee Resettlement Team Leader with any Internal and External Audits
- Appropriately deal with sensitive and confidential information on individuals
- Act as a central point for information exchange between organisations
- Maintain an overview of new developments, nationally, regionally and locally, that will have implications for the Council, its partners, and the work of the department
- Provide administration and project coordination support to wider Our Liverpool team
- Undertake any other duties that are commensurate with the grade of the post.
- Where needed, support relevant team members with the delivery of property checks, events, home visits, and associated administrative tasks.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

## **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
- Support the Team and Team Leader in monitoring financial performance and delivering within budget

## **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 role is hybrid (home and office) and is primarily desk based but may involve some travel to support with property checks, home visits, and events alongside Resettlement and Housing Team colleagues
- You may also be required to attend occasional regional meetings outside of the city
- This role may require some occasional out of hours and lone working

## **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: **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

- Evidence of commitment to ongoing professional development (A, I)

### Desirable

- ECDL or equivalent experience

## 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 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 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

- Coordination and organisation of meetings, agendas and reports (A, I)
- Ability to create a budget and implement effective budget monitoring procedures (A, I)
- Ability to handle sensitive and confidential information (I)
- Ability to analyse and report upon complex information and data (A, I)
- Advanced in use of Microsoft Word, Excel, and PowerPoint (A, I)

### Desirable

- Understanding of working with vulnerable clients/service users
- Understanding of local community cohesion tensions, policies and legislation, particularly around refugees, asylum seekers and vulnerable migrants
- Ability to network with a wide ranging audience from different organisations 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
- Have an awareness of the media and how to market a service and create social media content
- 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 (A, I)

### Desirable

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

## Other

### Desirable

- Able to travel across Liverpool City Region to attend meetings, networks, and forums
- Able to travel across Liverpool city to attend home visits