

Job Description

Job Title	Refugee and Migration Property 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	A9082

Job Purpose

To support work streams in relation to improving the access to long-term accommodation for refugees and vulnerable migrants. 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 support the Council's new Refugee & 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 role will support the team to source and expand the private and social housing accommodation available for refugees and vulnerable migrants in Liverpool, and provide ongoing support to maintain tenancies.

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
- Maintain data recording systems related to the matching of homeless migrants to available private and social properties
- Coordinate and manage the booking of resident welfare checks and property inspections
- To be a point of contact for landlords / managing agents
- To support the booking of mover transport, people transport and furniture instillation where relevant
- Organise the maintenance of timely rent / service fee payments to landlords / managing agents
- To monitor the timescales remaining on tenancies / service agreements and update team members of required actions for renewal / termination
- Proactively work with the advice and assessment team (People) Business Support Officer/s to monitor and maintain data recording around who is matched to which property and potential future matches
- 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