

Job Description

Job Title	Refugee and Migration Development Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	7
Competency Level	1
Salary	£39,513 - £44,711
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

Job Purpose

To support the implementation of the Our Liverpool Plan 2024-2027. To support the development, facilitation, and monitoring of the 7 thematic subgroups and action plans.

Directly Responsible For:

Not applicable

Directly Responsible To:

Refugee and Migration Development Team Leader

CONTEXT:

This post will support the implementation 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 are able to thrive from the day they arrive.

The plan'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:

- Develop and maintain relationships with key internal and external stakeholders involved in the implementation of the Our Liverpool Plan (2024-2027)
- To chair and / or support the chair of each thematic subgroup with the development and monitoring of the thematic action plans

- Act as a central point of contact for information exchange between internal and external stakeholders and between organisations
- Ensure the directory of refugee / migrant support services is up to date and provide support and signposting information to council colleagues and residents, responding to enquiries
- Ensure that people with lived experience of migration are involved in the development and implementation of the Our Liverpool Plan (2024-2027)
- Support the Grants team to deliver the Our Liverpool grants programme, maintaining relationships with grantees and contribute to the monitoring and evaluation of the programme
- Manage data / information from Government Departments related to migration and contribute to the development of the Council Refugee / Migration dashboard
- Identify stories / case studies and work with the Our Liverpool Communications Officer to develop the narrative of Liverpool as a welcoming city to people seeking sanctuary and the Council as a migrant friendly organisation
- Identify new migrant communities and build relationships with key stakeholders
- Develop and coordinate projects that support refugees and migrants to settle into the city
- Support and advise Safer Stronger Communities Team and Neighbourhood Managers on emerging community cohesion issues related to migrant communities in wards across the city
- Develop and deliver the Schools of Sanctuary programme for the city. Identify and support schools to apply, and facilitate the accreditation process
- To actively participate in internal and external meetings / events regarding migration and the Our Liverpool Plan (2024-27)
- To maintain / keep up to date with refugee / migration sector knowledge, policy and legislation changes
- Support the workforce development of colleagues across the council related to migration issues, in line with the Our Liverpool vision of the Council as a migrant friendly organisation and the Council's Local Authority of Sanctuary status

- Develop and deliver briefings / training sessions related to migration issues, to external stakeholders, in line with the Our Liverpool vision of Liverpool as a welcoming city to people seeking sanctuary
- To support the response to and the development and delivery of new humanitarian migration schemes, as required
- To maintain confidentiality of information in accordance with information governance requirements and legislation

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
- 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

- GCSE English and Mathematics A to C / 4 to 9 or equivalent qualification or experience (A)

Desirable

- Educated to degree level or equivalent
- Evidence of commitment to continuing professional development

Experience

Essential

- Experience of developing or delivering refugee / migrant support programmes (A,I)
- Experience of engagement or consultation with communities to identify their needs (A,I)
- Experience of effective partnership working (A,I)
- Experience of effectively supporting change (A,I)

Desirable

- Experience of working with communities and organisations on the development of multi-stakeholder action plans and the achievement of outcomes
- Experience of the effective monitoring / targeting of resources
- Experience of developing and managing projects

Skills/Abilities

Essential

- Knowledge of legislation and policy context of refugee protection and other migration programmes (A,I)
- Ability to prepare and deliver presentations (A,I)
- Good written / oral communication skills, including organisational, negotiation and inter-personal skills (A,I)

Desirable

- Having an adaptable and flexible approach to work / working arrangements
- Ability to operate within tight timescales, financial constraints and a demanding working environment

Commitment

Essential

- An understanding of the needs and experiences of people seeking sanctuary and vulnerable migrants (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible outlook and approach and the ability to adapt to changes

Other

Desirable

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