**Job Profile comprising Job Description and Person Specification**

**Job Description**

|  |  |
| --- | --- |
| **Job Title:**  Homes for Ukraine Project Administrator | **Grade**:  SO2 |
| **Section:**  Adult Social Care | **Directorate:**  Adult Social Services and Public Health |
| **Responsible to following manager:**  Homes for Ukraine Coordinator | **Responsible for following staff:**  None |
| **Post Number/s:** | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Support the Council’s response to the Government’s Homes for Ukraine (HfU) scheme (and associated Family scheme where necessary). This support includes daily coordination/troubleshooting of the scheme as well as managing the delivery of compulsory welcome visits (and subsequent checks such as 6-month visits).

The Homes for Ukraine initiative require Councils to undertake Welcome Checks for all Ukrainian refugees who are matched with sponsors across both Richmond and Wandsworth. The role will also work with key partners to ensure ongoing support is available in relation to wellbeing and practical needs. This includes, but is not limited to, liaising with a range of Council departments, other local authorities, VCS and partners on numerous functions.

The role will also require you to provide the SSA’s Resettlement Policy and Operations team with key business support as the need arises for both adult and family groups, including managing data flows, responding to enquiries from residents, and supporting the Refugee Resettlement Operations and Policy Lead with the Councils’ operational response. The role would suit someone who is comfortable working with data and online IT systems, responding to health, wellbeing and Safeguarding concerns as well as directly liaising with partners and residents to make a difference to the lives of new Ukrainian arrivals in Richmond and Wandsworth.

**Specific Duties and Responsibilities**

1. Liaison with Social Prescribing Service partners in both boroughs who are partnering with the Councils to complete the Welcome and 6 Month Checks
2. Liaison with VCS to embed appropriate support within the community
3. Maintain and implement processes for case management to allow the efficient data management of guests’ / sponsors’ personal details via internally created process. And ability to use external systems namely the Department for Levelling Up, Housing and Communities portal (Foundry)
4. Attend internal Operations Team meetings as well as coordinating / chairing or attending ad hoc meetings on a range of areas relating to the HfU scheme.
5. Attend and contribute to Council coordinated HfU Voluntary Community Sector response meetings
6. Respond to internal and external enquiries and troubleshooting
7. To manage key data flows relating to the Homes for Ukraine scheme, ensuring that stakeholders across the council have access to accurate, up-to-date information to allow them to deliver their support work.
8. Develop and maintain a directory of information ‘Welcome Pack’ for guests.
9. Respond to emails and contact from VCS, Social Prescribers, sponsors, guests in Richmond and Wandsworth, taking time to understand the nuances of their cases and responding sensitively and accurately. Where necessary, escalating and flagging causes for concern to senior or specialist colleagues including following up on any housing or safeguarding concerns with appropriate departments and partners.
10. Support the Homes for Ukraine operations teams and Council with any other duties assigned / tasks required in order to deliver the function of the scheme for adult and family groups,
11. Provide administrative support to senior staff.
12. Respond directly to enquiries from Members, including Executive Members, and members of the public.
13. Handles data flow processes independently and proactively identifies improvements.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**

****

**Person Specification**

|  |  |
| --- | --- |
| **Job Title:**  Homes for Ukraine Project Administrator | **Grade**:  SO2 |
| **Section:**  Adult Social Care | **Directorate:**  Adult Social Services and Public Health |
| **Responsible to following manager:**  Homes for Ukraine Coordinator | **Responsible for following staff:**  None |
| **Post Number/s:** | **Last review date:** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

|  |  |  |
| --- | --- | --- |
| **Person Specification Requirements** | **Assessed by**  **A**  **&** **I/ T/ C (see below for explanation)** | **Essential/Desirable** |
| **Knowledge** | |  |
| Knowledge and understanding of local authorities’ responsibilities relating to refugee resettlement, including Ukraine | A/I | E |
| **Experience** | |  |
| Experience of working with and interpreting data, including standard excel skills. | A/I | E |
| Experience of supporting meetings, including drafting agendas and preparing reports. | A/I | E |
| Updating case management systems | A/I | E |
| Multi-agency and partnership working experience. Experience building relationships with stakeholders and working with teams across disciplines. | A/I | E |
| Experience of dealing with vulnerable residents | A/I | E |
| **Skills** | |  |
| Skilled written and verbal communicator with the ability to communicate sensitively and clearly. | A/I | E |
| Strong inter-personal skills and emotional resilience | A/I | E |
| Able to create a culture of continuous improvement, initiating ideas, responding to change opportunities and maintaining momentum. | A/I | E |
| Able to work at pace and manage own workload and deal with competing priorities. | A/I | E |
| Being an innovative problem solver who can create, initiate, identify and develop new opportunities and ideas. | A/I | E |
| Able to work with minimal guidance, acting with initiative to resolve cases independently. | A/I | E |
| **Qualifications** | |  |
| Educated to a degree level or equivalent by experience. | A/C | E |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**