

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Refugee Services Manager	<b>Grade:</b> MG1
<b>Section:</b> Adults Social Care	<b>Directorate:</b> Adult Social Care & Public Health
<b>Responsible to following manager:</b> Head of Refugee Services	<b>Responsible for following staff:</b> Refugee Services Operations and Policy Lead, Homes for Ukraine Coordinator, Finance Officer and Data Analyst
<b>Post Number/s:</b> RWARR02	<b>Last review date:</b> June 2025

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

#### Job Purpose

To manage the delivery of the Sanctuary Strategies and Action plans activity that supports and maintains Borough of Sanctuary accreditation. Oversee internal

operations of the Refugee Services team including a data review, financial processes, quality customer service and improvement.

To provide support to Refugee Services officers as well as acting as appoint of contact for colleagues in other departments. To build relationships with external organisations and provide contract management to commissioned providers where necessary.

### **Specific Duties and Responsibilities**

1. To programme manage the implementation of the Sanctuary Strategies with the purpose of embedding the principles of sanctuary throughout the Better Services Partnership.
2. To raise awareness of the principles of sanctuary within the organisation and externally through innovative engagement.
3. To identify best practice in supporting sanctuary-seekers from other local authorities.
4. To act as an ambassador for sanctuary-seekers and contribute to embedding the principles of sanctuary throughout the Better Services Partnership.
5. To build relationships with internal colleagues, voluntary and community sector organisations and statutory partners.
6. To maintain an up-to-date knowledge of evolving sanctuary policies.
7. To implement service improvement through evidence-based monitoring and evaluation of processes.
8. To support officers in resolving complex cases.
9. To oversee the development of a new data system and ensure staff across the Better Services Partnership are trained to use it and accurate records are maintained.
10. To coordinate monthly and quarterly financial reporting.
11. To enhance sponsor maintenance for Homes for Ukraine through innovative engagement.
12. To ensure statutory checks mandated by central government are adhered to.
13. To monitor and manage the contracts of commissioned providers where necessary.

14. To develop programme documents and reports.

15. To represent the Better Services Partnership at meetings internally and externally.

16. To deputise for the Head of Refugee Services when required.

### Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### Team structure



### Person Specification

<b>Job Title:</b> Refugee Services Manager	<b>Grade:</b> MG1
<b>Section:</b> Adults Social Care Services	<b>Directorate:</b> Adult Social Care & Public Health
<b>Responsible to:</b> Head of Refugee Services	<b>Responsible for:</b> Refugee Services Operations and Policy Lead, Homes for Ukraine Coordinator, Finance Officer and Data Analyst
<b>Post Number/s:</b> RWARR02	<b>Last Review Date:</b> June 2025

## Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge and understanding of sanctuary policy	x		A/I
Understanding of internal local government processes	x		A/I
Experience	Essential		Assessed
In managing a multi-disciplined team	x		A/I
In service improvement	x		A/I
In developing data systems across multiple teams and platforms	x		A/I

In working in high-pressure environments with the ability to adapt to evolving requirements	x		A/I/T
In programme management and liaising with a range of people from different sectors and backgrounds	x		A/I
<b>Skills</b>	<b>Essential</b>		<b>Assessed</b>
Advanced MS Excel skills	x		A/T
Highly skilled at using business intelligence tools such as Power BI	x		A/I
Interpersonal skills and the ability to connect with diverse audiences	x		A/I
Ability to communicate both orally and in writing to a good standard	x		A/I
Ability to breakdown complex processes and communicate them simply	x		A/I
Proactive self-starter with the ability to work as part of a team and independently using own initiative	x		A/I
<b>Qualifications</b>	<b>Essential</b>		<b>Assessed</b>
Relevant qualification or equivalent practical experience.	x		A/I