

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Refugee Services Policy and Operations Lead Officer	<b>Grade:</b> PO3
<b>Section:</b> Adult Social Care	<b>Directorate:</b> Adult Social Care and Public Health
<b>Responsible to following manager:</b> Refugee Service Programme Manager	<b>Responsible for following staff:</b> Policy and Operations Support Officer
<b>Post Number/s:</b>	<b>Last review date:</b> May 2022

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

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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

To act as the operational and policy lead for the SSA's refugee services programmes, including designing and implementing key processes involved in refugee resettlement, identifying data needs, and working with internal and external partners to deliver a joined-up approach. They will also be responsible for developing wider policy around refugee resettlement to support both Councils' ambitions to become boroughs of sanctuary. This role will sit within Adult Social Care and will involve working with departments across the Council and other stakeholders to deliver a high-profile programme implementing both Councils' Borough of Sanctuary Strategies, an area of



key importance to Councillors and residents. The post will supporting the current Ukraine resettlement programmes and assist with other refugee resettlement work including Afghan resettlement and asylum-seeking residents as the need arises. The role would suit someone who is comfortable working with complexity and in emerging policy areas and is keen to make a difference to the lives of new arrivals in Richmond and Wandsworth.

### **Specific Duties and Responsibilities**

1. To design and implement processes relating to the Homes for Ukraine scheme, working with stakeholders across the council to ensure that processes are joined-up and workable.
2. To work with the Insight and Analytics team to identify data needs and solutions and manage services' competing needs for data outputs.
3. Manage the Policy and Operations Support Officer including resolving complex cases, overseeing completion of statutory checks, and supporting officers where needed.
4. Deputise for the Refugee Services Programme Manager when needed.
5. Act as one of the SSA policy experts on sanctuary policy including during Refugee Operations meetings, keeping up to date with government guidance and emerging best practice from other local authorities.
6. Respond to emails and contact from residents and refugees settled in Richmond and Wandsworth, in particular complex cases escalated by the Operation and Policy Support Officer.
7. To respond directly to enquiries from Members, including Executive Members.
8. To work collaboratively with services on all aspects of refugee policy developments including working with voluntary sector teams to establish regular meetings with voluntary sector groups, and the community engagement team on developing and consulting on a refugee strategy that aligns with Borough of Sanctuary expectations.
9. Work alongside services when complex issues or cases arise to find and implement solutions.
10. Liaise with Councils communication teams to ensure up to date and accurate information is shared with appropriate audiences, including refugees and residents.



11. Delivering other tasks related to refugee resettlement operations and policy development as required.

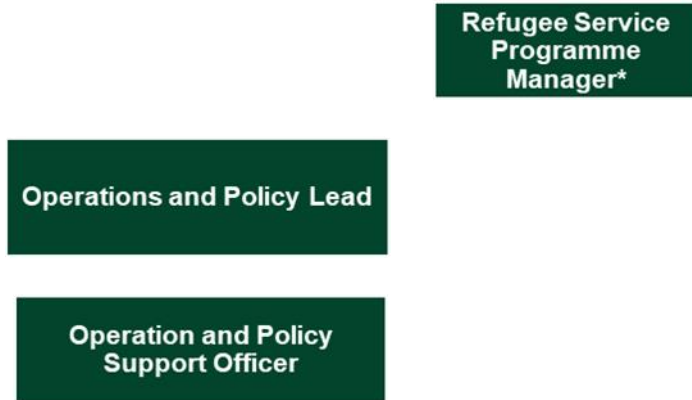
### **Generic Duties and Responsibilities**

- 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 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.

### **Additional Information**

- Post holder will be expected to work flexibly across two locations (Wandsworth Town Hall and Richmond Civic Centre).
- Remote and flexible working may be considered.

## Team structure



## Person Specification

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<b>Responsible to:</b> Refugee Services Programme Manager	<b>Responsible for:</b> Policy and Operations Support Officer
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### 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 local authorities' responsibilities relating to refugee resettlement, including Ukraine, Afghan and Syrian schemes and asylum.	X		A/I
Knowledge of the wider context within which local government operates (including commissioning) and ability to develop appropriate local responses	X		A/I
Experience	Essential	Desirable	Assessed

Experience of working with and interpreting data, including standard excel skills.	<b>X</b>		<b>A/I</b>
Experience of designing and implementing processes for service delivery.	<b>X</b>		<b>A/I</b>
Overseeing case management systems		<b>X</b>	<b>A/I</b>
Experience of providing excellent customer service and interaction with residents.	<b>X</b>		<b>A/I</b>
Experience developing policy	<b>X</b>		<b>A/I</b>
Experience building relationships with stakeholders and working with teams across disciplines.	<b>X</b>		<b>A/I</b>
Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting	<b>X</b>		<b>A/I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public.	<b>X</b>		<b>A/I</b>
Ability to manage staff, make them feel supported and develop their skills.	<b>X</b>		<b>A/I</b>
Ability to exercise tact and diplomacy, and first rate interpersonal, negotiation and influencing skills.	<b>X</b>		<b>A/I</b>
Able to create a culture of continuous improvement, initiating ideas, responding to change opportunities and maintaining momentum.	<b>X</b>		<b>A/I</b>
Able to coach/train colleagues in how to use systems.		<b>X</b>	<b>A/I</b>
Able to work at pace and manage own workload and deal with competing priorities.	<b>X</b>		<b>A/I</b>
Being an innovative problem solver who can create, initiate, identify and develop new opportunities and ideas.	<b>X</b>		<b>A/I</b>
Ability to work at pace, juggle priorities, and assimilate new information quickly and ability to make sound decision and judgements under pressure.	<b>X</b>		<b>A/I</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>



Educated to a degree level or equivalent by experience.	X		A/C
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**