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

**Job Description**

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| **Job Title:**  Refugee Services Policy and Operations Support Officer | **Grade**:  SO2 |
| **Section:**  Adult Social Care | **Directorate:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Refugee Services Policy and Operations Lead Officer | **Responsible for following staff:** |
| **Post Number/s:** | **Last review date:**  May 2022 |

**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**

To provide the SSA’s Refugee Service team with key policy and business support including managing data flows, responding to enquiries from residents, and supporting the Refugee Services Policy and Operations Lead Officer with the Councils’ operational response. This role will sit within Adult Social Care and will involve working with departments across the Council to deliver a high-profile programme of refugee resettlement, an area of key importance to Councillors and residents. The post will focus primarily on supporting the current Ukraine resettlement programmes, but will also 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 data and online IT systems, responding to residents and is keen to make a difference to the lives of new arrivals in Richmond and Wandsworth.

**Specific Duties and Responsibilities**

1. 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 refugee support work.
2. To work with the Insight and Analytics team to refine and simplify dataflows where possible, and work with departments to scope out data needs and gather feedback on existing processes to enable improvements to be made. The role will not be expected to conduct analyses themselves, but should be comfortable interpreting and explaining data.
3. Support the Refugee Services Policy and Operations Lead Officer in designing and implementing processes for case management.
4. Support the quarterly Refugee Operations meetings, including setting meetings, preparing agendas, taking minutes, and populating key reports.
5. Respond to emails and contact from residents and refugees settled 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 colleagues.
6. Maintaining a familiarity with Government guidance on refugee resettlement schemes and asylum, particularly those associated with Ukraine.
7. Assisting with other tasks related to refugee resettlement operations and asylum and policy development as required.

**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 and 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.

**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.

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**Person Specification**

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| **Responsible to:**  Refugee Services Policy and Operations Lead Officer | **Responsible for:** |
| **Post Number/s:** | **Last Review Date:**  **May 2022** |

**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&** **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Knowledge and understanding of local authorities’ responsibilities relating to refugee resettlement, including Ukraine, Afghan and Syrian schemes and asylum. | A/I |
| A broad understanding of local government policies and procedures and understanding of local authority and community working involving committees, steering groups etc. | A/I |
| **Experience** | |
| Experience of working with and interpreting data, including standard excel skills. | A/I |
| Experience of supporting meetings, including drafting agendas and preparing reports. | A/I |
| Designing and implementing case management systems | A/I |
| Experience of providing excellent customer service and interaction with residents. | A/I |
| Experience supporting operation design | A/I |
| Experience building relationships with stakeholders and working with teams across disciplines. | A/I |
| **Skills** | |
| Skilled written and verbal communicator with the ability to communicate sensitively and clearly. | A/I |
| Strong inter-personal skills. | A/I |
| Able to create a culture of continuous improvement, initiating ideas, responding to change opportunities and maintaining momentum. | A/I |
| Able to coach/train colleagues in how to use systems. | A/I |
| Able to work at pace and manage own workload and deal with competing priorities. | A/I |
| Being an innovative problem solver who can create, initiate, identify and develop new opportunities and ideas. | A/I |
| Able to work with minimal guidance, acting with initiative to resolve cases independently. | A/I |
| **Qualifications** | |
| Educated to a degree level or equivalent by experience. | A/C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**