**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 Services | **Directorate:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Refugee Services Policy and Operations Lead Officer | **Responsible for following staff:**  n/a |
| **Post Number/s:** | **Last review date:**  February 2025 |

**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 provide the Better Service Partnership’s Refugee Services team with key policy and business support including contributing to key projects, responding to enquiries from residents, and supporting the Refugee Services Policy and Operations Lead Officer with the Councils’ policy and 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 on supporting all sanctuary seeker groups, including the current Ukraine resettlement programmes as well as other refugee resettlement work including Afghan resettlement and asylum-seeking residents as the need arises. The role would suit someone who is interested in developing policy and projects and is keen to make a difference to the lives of new arrivals in Richmond and Wandsworth.

**Specific Duties and Responsibilities**

1. Respond flexibly to emerging needs and projects, such as delivering grant funding, Schools of Sanctuary and support for those with No Recourse to Public Funds.
2. Work collaboratively with all stakeholders on all aspects of refugee policy developments including building relationships with voluntary sector teams and external partners.
3. Support the Refugee Service’s key meetings, partnerships and Boards including setting meeting dates, preparing agendas, taking minutes, and populating key reports.
4. Supporting the development of new policies, including researching best practice, reading policy documents and drafting reports.
5. Working with the Policy and Operations Lead to ensure the Richmond and Wandsworth Borough of Sanctuary strategies are delivered on time and to budget, including collating updates from other services.
6. Maintaining a familiarity with Government guidance on refugee resettlement schemes and asylum.
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 Richmond & Wandsworth Better Service Partnership.
* 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 role 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.

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**Person Specification**

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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:**  Refugee Services Policy and Operations Lead Officer | **Responsible for:**  n/a |
| **Post Number/s:** | **Last Review Date:**  February 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](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** | **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** | |
| A broad understanding of local government policies and procedures and understanding of local authority and community working involving committees, steering groups etc. | **X** |  | **A&I** | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| Experience developing policy | **X** |  | **A&I** | |
| Experience of supporting meetings, including drafting agendas and preparing reports. |  | **X** | **A&I** | |
| Experience of providing excellent customer service and interaction with residents. | **X** |  | **A&I** | |
| Experience working on projects. |  | **X** | **A&I** | |
| Experience building relationships with stakeholders and working with teams across disciplines. | **X** |  | **A&I** | |
| Experience of working with and interpreting data, including standard excel skills. |  | **X** | **A&I** | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| Skilled written and verbal communicator with the ability to communicate sensitively and clearly. | **X** |  | **A&I** | |
| Strong inter-personal skills. | **X** |  | **A&I** | |
| Able to create a culture of continuous improvement, initiating ideas, responding to change opportunities and maintaining momentum. | **X** |  | **A&I** | |
| Able to work at pace and manage own workload and deal with competing priorities. | **X** |  | **A&I** | |
| Being an innovative problem solver who can create, initiate, identify and develop new opportunities and ideas. | **X** |  | **A&I** | |
| Able to work with minimal guidance, acting with initiative to resolve issues independently. | **X** |  | **A&I** | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
| Educated to a degree level or equivalent by experience. | **X** |  | **A&C** | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**