

Job Description

Job Title	Refugee & Migration Business Support Apprentice
Directorate	Housing & Neighbourhoods
Service Area	Housing
Grade	AP2
Competency Level	1
Salary	£22,366
Job Type	Hybrid/Office
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

An 18-month fixed term apprenticeship working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship.

Provide a comprehensive range of office, management support.

Provide excellent customer service within the Our Liverpool team.

Directly Responsible For:

Not applicable

Directly Responsible To:

Refugee & Migration Team Leader (Our Liverpool)

Main Areas of Responsibility:

CONTEXT:

This post will provide support to the Council's Our Liverpool (refugee & migration) team. The Our Liverpool team exists to make Liverpool a welcoming city and Liverpool City Council a migrant-friendly organisation, where people seeking sanctuary and vulnerable migrants are able to thrive from the day they arrive. You will work to support the team to deliver on the Our Liverpool strategy, it's overarching aims are as follows:

1. People seeking sanctuary and vulnerable migrants can thrive in safe, welcoming and cohesive communities where they have the opportunity to contribute their skills to the economic development of the city and to benefit from it.
2. People seeking sanctuary and vulnerable migrants understand and are able to exercise their rights, responsibilities and entitlements.
3. People seeking sanctuary and vulnerable migrants are able to access well-coordinated services, which recognise and meet their rights and needs.
4. People seeking sanctuary and vulnerable migrants are able to collaborate with the Council to inform local policy and planning, and influence central government.

- Provide administrative office support for the Our Liverpool team.
- Deal with scanned mail, take correspondence to mail rooms, collect invoices and monitor payments.
- Coordinate the response to complaints assigned to the Our Liverpool team through the Council's feedback software i-casework / Have Your Say procedure, chasing up outstanding responses with managers.
- Record / assign all Freedom of Information requests to technical support officers / managers for response, distributing weekly reports on outstanding requests.
- Plan, organise and coordinate meetings (online and face to face); including sending invitations, organising and preparing agenda's, collating and distributing papers, taking and distributing minutes and ensuring that the whole process runs smoothly.
- Specifically take the lead in organising, minute taking and monitoring the action plans for the Our Liverpool strategy thematic stakeholder groups (e.g. Health themed group, Employment themed group, Housing themed group etc.).
- Update and maintain information in IT systems, including local and corporate IT systems, spreadsheets, databases to be able to produce appropriate outputs, e.g. reports.
- Advise and respond efficiently and professionally to a range of enquiries and correspondence both written and verbal from a wide range of internal and external customers.
- Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.
- Assist in the writing and sharing of a regular information updates for partners.
- Assist in the preparation of management information reports.
- Assist with community events and visits to partner organisations.

- Work collaboratively with colleagues and stakeholders to deliver on the Our Liverpool Refugee, People Seeking Asylum and Vulnerable Migrant Strategy.
- Support Refugee Programme Support Officer using council systems (SAP – EBP), create Purchase Orders and Goods Receipt services daily and keep accurate records for audit.
- Support Refugee Programme Support Officer to maintain the refugee resettlement claims and payment spreadsheet for any Internal and External Audits.
- Participate in Liverpool City Council's Apprenticeship Programme which will include undertaking the Level 3 Business Administrator apprenticeship. Apprentices are expected to commit to and complete all elements of the apprenticeship standard, as identified in the individual learning plan, to the best of their ability (with support as and when required).
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

Supervision and Management Responsibility:

- There is no supervisory or line management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- May require sitting at a desk for long periods.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- An English and Maths GCSE grade 9-4/A*-C or equivalent or a willingness to complete this as part of the apprenticeship (A)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administrator Level 3 apprenticeship qualification (A,I)

Experience

Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A,I)
- A commitment to learning how to use the relevant additional IT software appropriate for the role (A,I)
- Providing excellent customer service within a busy environment (A,I)
- Experience of building and developing effective relationships at all levels especially with customers and colleagues (A,I)

Desirable

- Producing statistical information for service/management reports

Skills/Abilities

Essential

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff, managers, and members of the public (A,I)
- Good level of accuracy and able to pay attention to detail (A,I)
- Good organisational skills with ability to prioritise work and work accurately to meet deadlines (A,I)
- Able to respond to changing work priorities (A,I)
- Able to work as part of a team (A,I)
- Able to handle confidential and/or sensitive information with appropriate discretion (A,I)

Desirable

- Demonstrate a high degree of initiative and self-motivation
- Able to identify improvements to processes and systems and to share the recommendations with the wider team
- Able to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job
- Able to understand the challenges faced by refugees, people seeking asylum and vulnerable migrants

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

- To commit to and complete all elements of the Level 3 Business Administrator Apprenticeship standard, to the best of their ability (with support as and when required).

Other

Desirable

- An understanding of quality assurance systems.