

Job Description

Job Title	Resettlement Team Leader
Grade	PO10
Reporting To	Resettlement and Housing Investment Manager
JD Ref	CSTRAT0086P

Purpose

Lead on the strategic development, review and facilitation of all Resettlement Programmes including Homes for Ukraine and lead on strategic support for the Asylum Seekers Programme in Wirral, through engagement with key internal and external partners including those in the wider city region.

Main Duties And Responsibilities

1. To lead on the strategic direction of Wirral Council's wide range of Resettlement programmes and the wider Asylum Seeker response including liaison with Liverpool City Region local authorities and Regional Strategic Migration Partnership / Home Office and key partners at a senior level.
2. To manage the various Resettlement programme revenue budgets in accordance with Wirral Council and Home Office financial regulations and policies
3. To have a detailed overview of the wide range of Government Agenda and interventions in relation to various resettlement, migration and Asylum Seeker programmes and ensure that there is a clear understanding strategically across appropriate Local Authority teams.
4. To lead on any commissioning activity relating to refugee and asylum seeker services to ensure all service specification and contractual requirements are met in accordance with Home Office and Local Authority quality standards.
5. To lead on developing links and clear plans with key partners to support opportunities to ensure the delivery of suitable training / employment / volunteering opportunities for arrivals through the resettlement process.
6. To be responsible for the line management of the Resettlement Support Co-ordinator and the Resettlement Accommodation Co-ordinator who focus on planning for and the day to day support of arrivals and any appropriate project related posts, including supporting these officers to deal with any complex staffing issues.
7. To review and direct any changes or commissioning of data management systems regarding refugees and asylum seekers to align with reporting requirements.
8. To participate and contribute to organisational / team / department or external meetings and to represent the Council at appropriate meetings, forums and events.

9. To comply and work within Council and Departmental policies and procedures relating to equal opportunities, customer service, data collection storage and retention, health and safety, environmental protection and service operation in relation to all work undertaken.
10. To sign off reports for Senior Management and appropriate committees ensuring the Council meets its responsibilities and duties in relation to refugees and asylum seekers.
11. To be responsible for directing the work programme for the Voluntary and Community Sector development officer and ensuring continuity and engagement of partners who participate in wider support provision for resettlement.
12. To take the lead on the council grants programme for key partners linking in with the Councils wider commissioned activities.
13. To develop auditable processes for the service focusing on commissioning activities funding claims and expenditure as well as individual case management, ensuring risks are regularly reviewed and mitigated.
14. To take the lead on responding to formal complaints, freedom of information enquiries and overseeing the quality of customer care for the wider resettlement service.
15. To undertake any other duties as directed by the Senior Manager of the service which commensurate with the role.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Degree or equivalent in a related social science such as sociology and or other related experience managing similar programmes.
- Insert essential criteria.
- *Desirable - Management or supervisory qualification*

Knowledge & Skills

- An understanding of the Vulnerable Persons Resettlement Scheme for Syrian nationals in particular relating to the Councils commitment to the scheme.
- An understanding of the needs of Asylum Seekers and Refugees and the barriers faced by people arriving in the UK.
- Knowledge of the needs of vulnerable people.
- Ability to communicate effectively in writing and verbally, including report writing.
- Excellent interpersonal skills.
- Interpreting legislation, and policy documents.
- Statistical and data analysis.
- High level of numeric and literacy skills.
- Ability to maintain accurate and up to date records.
- Ability to manage and monitor relevant budgets and other resources.
- Ability to network with other agencies and develop relationships in a professional manner.



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- *Desirable – Project Management Skills*
- *Presentation Skills*
- *Ability to prioritise and work to tight deadlines to set performance targets*
- *Understanding of equality and diversity*
- *Arabic Speaking*

Experience

- Experience of partnership working with third sector organisations and key stakeholders.
- Experience of managing a project programme or time critical service.
- Experience of managing staff.
- *Desirable - Experience of working with Refugees*
- *Community and stakeholder engagement and Consultation processes.*
- *Preparing Strategies and policy documents.*
- *Bidding and securing resources.*
- *Multi-agency working across public, private and community and voluntary sectors.*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

Approved By: LISA NEWMAN (AD- HOUSING)

Date Of Approval: FEBRUARY 2024



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