



Job description	
Job title	Refugee Resettlement Programme Support Officer
Grade	G
Directorate	Children's Services
Section/team	Early Help and Prevention/ Resettlement Team
Accountable to	Refugee Resettlement Programmes Team Manager
Responsible for	
Date reviewed	October 2023

Purpose of the Job

To work as a member of the Early Help and Prevention Service, particularly supporting the Resettlement Team in the delivery of Knowsley's response to the various Refugee Resettlement Schemes it participates in and other areas of work within the wider Early Help and Prevention Service. This will include linking with a wide range of colleagues from across the Council to support the delivery arrangements of services involved in delivering resettlement support.

Responses will be proactive and in addition to supporting the objectives of Knowsley Council will support the activities of the Resettlement Team within Knowsley to ensure, with other team members, that all national and local requirements are met. This post will also include some engagement with partner agencies whom are able to support the delivery.

You will support the day-to-day delivery of the Resettlement schemes and support as needed to the Supporting Families Programme as determined by the Service Manager – Early Help and Prevention in consultation with the Resettlement Programmes Team Manager. This will include the day-to-day support and management of team data systems and records and the updating of Government information systems. A main focus of the role will be to support the claims processes in order to draw down Government resources to support the work of the team. You will be responsible for updating information systems as appropriate and supporting other members of staff in this.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required. It is illustrative of the general nature and level of responsibility of the work to be undertaken.



1. To support the Service Manager – Early Help and Prevention, and other team members in the implementation of plans and procedures to the work of the programmes of work undertaken by the team.
2. To co-ordinate meetings relating to the programmes and schemes the services is responsible for, including but not limited to distributing electronic invitations and agenda/minutes, attending development meetings, issuing action plans and monitoring agreed actions.
3. To act as a point of contact for the Refugee Resettlement Team and deal with general enquiries about the programmes of work undertaken by the team.
4. To support and co-ordinate service transformation activity as directed – including but not limited to distributing electronic invitations and agenda/minutes, attending all meetings, issuing minutes and monitoring agreed actions and providing such support in taking forward development activity as is required.
5. To support the co-ordination of multi-agency completion of various self assessments and evaluations including the Early Help System Guide and Home Office Resettlement Evaluation returns - including but not limited to distribution electronic invitations and agenda/minutes, attending all meetings, issuing minutes and monitoring agreed actions.
6. To support the Early Help Data Development Manager and the Resettlement Programme Development Officer in the development, implementation and maintenance of data systems to enable the monitoring of the various schemes and programmes the service is involved in.
7. To support the claim processes of all the schemes the service manage including the financial returns for the Resettlement schemes and Homes for Ukraine to maximise income brought into the Council.
8. To take a lead role in maintaining the IT information systems required as part of the various resettlement schemes, creating relevant records on the Early Help Module and supporting the ongoing development of the information systems needed to deliver the requirements of the Supporting Families Programme.
9. To support in the production of briefings, reports and presentations as required
10. To support case managers from delivery services in the completion of data systems supporting the delivery of the programmes of work of the team.



11. To develop, utilise and support such IT or management systems that are implemented by the Service ensuring that all relevant information systems are maintained and updated as policy and procedure dictates.
12. To prepare data exchange documentation and ensure that all data is shared in a secure manner in accordance with agreed local protocols.
13. To work with partners to develop and promote the work of the Resettlement Team and the wider Early Help and Prevention Service and to support any services who deliver on behalf of the programme as required.
14. To arrange for the payment of invoicing including raising requisitions and purchase orders using the Council's e-procurement system and to assist with budget monitoring processes.
15. To maintain financial monitoring records and support in the management of the Resettlement Imprest account including the preparation and submission of reimbursements, maintenance of the ledger and any other requirements in line with the Council's financial procedure rules.
16. To produce performance data as is required by the Resettlement Programmes Team Manager.
17. To work flexibly to meet the needs of the service.
18. Casual car user allowance is payable to the post-holder.
19. To carry out all responsibilities with due regard for Knowsley Council's equality and diversity policies and procedures.
20. To undertake personal learning and development to address identified learning and development needs of the post holder and the service.
21. To comply with the Standing Orders and Financial Regulations of Knowsley Borough Council, and to ensure that all work functions are undertaken in accordance with Health and Safety legislation, codes of practice and with Knowsley Council's Health and Safety Plan.
22. To undertake any other duties commensurate with the grading of this post, as required by the Assistant Executive Director (Early Help and Children's Social Care) or their delegated Officer.

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.



- Contribute towards health and safety arrangements and systems by assessing risks as appropriate and ensuring that appropriate mitigation and improvement is made where necessary (with the support of the Council's Corporate Health and Safety Team).

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.