

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Resettlement Project Support Officer</b>		
<b>Service:</b>	<b>Community Engagement and Resettlement</b>	<b>Directorate:</b>	<b>Housing &amp; Communities</b>
<b>Post No:</b>	<b>TBC</b>	<b>Grade:</b>	<b>TBC</b>
<b>Responsible to:</b>	Liz Barrett – Community Engagement and Resettlement Manager	<b>Responsible for:</b>	No direct reports

<b>Key Objectives:</b>	
1	To provide efficient and effective general administration services and business support to the Resettlement Scheme.
2	To support with the co-ordination of arrivals into West Northamptonshire under Homes for Ukraine and with the resettlement of households under ARAP / ACRS.
3	To assist in ensuring the support service remains customer focused, equitable and fit for purpose, taking advantage of new technology and ways of working wherever possible.
<b>Principal Duties and Responsibilities:</b>	
1	To deliver a full range of administrative functions including word processing, filing, and recording systems and dealing with telephone enquiries/complaints in the provision of an efficient and effective Service and having regards with dealing sensitively with issues in relation to vulnerable individuals. Ensure information provided to families is accessible and translated where necessary.
2	Deal with all enquiries including managing mailboxes across the Service, from customers and partners by taking ownership of and resolving enquiries.
3	Maintain and input data into a range of databases/spreadsheets to support the Service in completion of government statistical returns and to monitor performance. Submission of financial claims to the Home Office by required deadlines under all resettlement schemes.
4	Support with organisation of consultation events, appointment slots for drop-in support services and other adhoc partnership meetings as required including sourcing meeting rooms and venues, taking and writing up of minutes of meetings, organising refreshments.
5	To support the Service Manager with monitoring complaints and responses and allocating to appropriate officers within the Service.
6	Using the Council's Financial Management System (ERP Gold) to raise orders, check invoices for accuracy and receipt goods. Obtain quotes for goods and services required in line with the Council's Procurement Policy.
7	Maintain spreadsheets/schedules showing committed financial assistance and spend to assist the Resettlement Scheme service with budget reconciliations.
8	Circulating letters newsletters, leaflets, mailshots etc. and arranging for translations of documents as required.
9	Assisting with the management, collation and monitoring of customer satisfaction across the resettlement schemes.
10	Donations – liaise with Voluntary Groups and Donors to arrange collections, sort and distribute

	donations to the families. Co-ordinate the inventory of donations and send thank you letters to Donors.
11	Preparation for arrivals of families; make arrangements for translators, taxis, order furniture and food etc., place orders, receive and check orders. Liaise with Contractors and Local Authorities for keys and access to properties.
12	Carry out research as required to support the Scheme.
13	To work with and protect at all times confidential and sensitive information held in and produced by the Service and other parts of the Authority.
14	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
15	As a term of employment, to be required to undertake such other duties commensurate with the grade, and/or hours of work, as may reasonably be required across office bases in West Northamptonshire.

## PERSON SPECIFICATION

	Essential		Desirable	
<b>Qualifications</b>	1	GCSE or equivalent in English Language and Maths (minimum grade C or level 4).  <b>Or</b>  Demonstrable experience identified within the section below.	1	Educated to 'A level' (or equivalent) standard, with evidence of continuous professional development.
	2			
	3			
<b>Experience</b>	4	Significant experience of administration duties.	2	Public sector working
	5	Experience of working with a wide variety of internal and external customers.	3	Ability to evidence delivery of consistently good standards of customer experience.
	6	Used to dealing with more than one issue at once.		
	7	Collating & analysing statistical data		
	8	Experience working with computerised systems including Microsoft Office.		
	9			
<b>Knowledge</b>	10	Computer literate (all applications of Microsoft Office or equivalent).	4	Understanding and knowledge of local government, including its legal, financial, social and political context.
	11	Good knowledge of data quality and data protection issues.		Public engagement, consultation and research.
			6	Budget monitoring
<b>Skills</b>	12	Excellent organisational, communication and presentation skills	7	Team Player
	13	Customer focused approach and the ability to converse at ease with customers and		

		provide advice in understandable spoken English is a requirement of the post.		
	14	Ability to work under pressure with minimum supervision and to balance competing priorities		
	15	Ability to accurately input and extract information from Systems and spreadsheets.		
	16	Be organised with ability to meet targets and deadlines.		
	17	Good written and numeracy skills.		
	18	Good working knowledge of Excel and all applications of Microsoft Office or equivalent.		
<b>Other requirements / circumstances / aptitudes</b>	19	Full driving license and own transport.		
	20	Self-motivated and able to work on own initiative.		
	21	Methodical approach with attention to detail.		
<b>Safeguarding children, young people and vulnerable adults</b>	22	Fully understands their role in the context of safeguarding children, young people and vulnerable adults.		
	23	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.		
<b>Job Description and Person Specification created/updated by:</b>				
			<b>in:</b>	