



Job Description and Person Specification

Job details

Job title: Resettlement Administrator
Grade: NNBAND02
Reports to: Refugee Resettlement Programme Manager
Responsible for: N/A
Directorate and Service area:
Adults, Communities & Wellbeing; Housing & Communities; Communities & Wellbeing

Purpose of the job

1. To provide effective administration support to the refugee resettlement programme across North Northamptonshire.
2. Providing day-to-day administration services for the refugee programmes.
3. Delivery of an effective and appropriate service to all customers, fairly and without discrimination.

Principal responsibilities

1. Responsible for the administration relating to the North Northamptonshire Council's refugee and resettlement programme.
2. To maintain accurate customer records of support provision ensuring effective communication across all related teams and external partners.
3. To input/retrieve data on computer records of service requests, enquiries and actions.
4. Assist the Refugee Resettlement Programme Manager and Head of Stronger Communities with routine administrative and operational tasks, including record keeping and liaison with guests and sponsors.
5. Assist with the preparation of documents and other administration related tasks.
6. To maintain filing systems (both computerised and manual) of documentation and technical literature in a timely fashion.
7. To arrange meetings and take minutes of such meetings.
8. Collecting, interpreting, and reviewing information and producing reports related to the resettlement programme.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks

may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Five (5) GCSEs including Maths and English at Grade 5 or above, or equivalent.	Other training/certification of computer skills. NVQ Level 3 or equivalent in Business Administration.
Experience and Knowledge	<p>Experience of administrative work, including maintaining spreadsheets or databases, writing emails, and producing summary information from MS Excel.</p> <p>Experience of working in teams and delivering services to customers.</p> <p>Experience of working without supervision and under pressure.</p> <p>Experience of working to challenging targets and to plan and prioritise effectively in order to achieve and meet deadlines.</p>	<p>Experience in dealing with members of the public.</p> <p>Experience in a Public Services related administrative role.</p> <p>Experience in local government, voluntary or commercial sectors.</p>
Ability and Skills	<p>Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook.</p> <p>Excellent communication skills (verbal and written), good telephone skills with a range of customers.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p> <p>Planning and organising own workload.</p> <p>Numerical skills & ability to analyse spreadsheets.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p>	Experience of communicating with customers, where English is their second language.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Driven by customer excellence.	

Attributes	Essential criteria	Desirable criteria
	<p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours and to be prepared to work outside normal office hours on occasion according to the needs of the service.</p> <p>Must be able to travel throughout the county using own transport.</p>	