

Job Description and Person Specification

Job details

Job title:	Resettlement Team Leader
Grade:	SCP29 - 32
Reports to:	Communities and Wellbeing Project Manager - Resettlement
Responsible for:	<ul style="list-style-type: none"> - Resettlement Officers x 6 - Tenancy Support Worker
Directorate and Service area:	<p>Communities & Wellbeing Service Area</p> <p>Communities and Leisure Directorate within Adults, Health Partnership and Housing</p>

Purpose of the job

1. To deliver an effective service in respect of the Resettlement Programme covering refugee schemes, such as Afghan Family Resettlement and Homes for Ukraine.
2. To supervise, manage and develop employees within the team, ensure training and regular supervision take place, performance monitoring and managing sickness absence.
3. To continually develop and improve services in line with new opportunities and legislation, reflecting the Council's priorities and service culture.

Principal responsibilities

1. Day-to-day supervision and management of the Resettlement Officers for North Northamptonshire Council (NNC).
2. To manage, supervise and develop the Resettlement Officer including performance monitoring, management of personnel issues, leave cover, workload and any associated tasks involved in managing a team including regular supervision in line with NNC policies.
3. To ensure effective delivery of all aspects of the resettlement casework.
4. To work with officers internally, and externally to develop and promote joint working and sharing of information supporting the "One Team" approach of the Council.
5. In conjunction with the Communities and Wellbeing Manager, and oversight from the Strategic Lead for Communities & Wellbeing, prepare reports on relevant matters for Council committees, Members, Assistant Directors, and other Senior Officers as required.
6. Assist in the compilation of accurate statistics and reports for statutory returns as well as any relevant Strategies or Plans the Council develops.
7. Maintain financial records ensuring compliance with Financial Regulations.
8. Maintain records of all activities undertaken by the Resettlement Officers, including but not exclusively records of service requests, payments, and day to day team management.
9. Ensure that all procedures for the service are up to date and clear, with all employees understanding where to access them and using them to ensure that a consistent and quality service is delivered.
10. To ensure the Resettlement Officers respond appropriately to customer enquiries and provides accessible customer information in a range of media, including by letter, phone, e-mail, social media

and face to face ensuring that the team deliver a high-quality customer focussed service, for both internal and external customers.

11. To support the Communities & Wellbeing Project Manager – Resettlement with investigating and responding to Freedom of Information; enquires relating General Data Protection Regulation compliance and Ombudsman enquiries.
12. To train colleagues and undertake training as required.
13. To deliver a high quality, effective and appropriate service to all service users, fairly and without discrimination.

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.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Degree or equivalent qualification which demonstrates knowledge of refugee resettlement issues. Or: Relevant work experience that demonstrates the relevant experience.	NVQ Level 4 in leadership or equivalent.
Experience and Knowledge	Previous experience as an administrator with supervisory responsibilities. Experience in local government, voluntary or commercial sectors. Demonstrable coordination experience within the field of refugee resettlement at the local level. Knowledge of Home Office migration policy/processes. Working experience of engaging with refugees or another relevant population group. Experience of working without supervision and under pressure. Experience of working to challenging targets. Knowledge and experience of establishing and managing robust governance. Knowledge and experience of providing coaching, advice and development to support and motivate individuals and teams. Interpersonal and organisational sensitivity. Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public.	Experience of budget management, financial processes and setting up and maintaining administrative systems. Understanding of the UK Government's refugee resettlement programmes. Knowledge of key issues affecting refugees in the UK. Experience in delivering a high-quality service supporting positive outcomes for vulnerable residents, refugees and asylum seekers. Experience in working intensively with vulnerable people who speak English as a second language.
Ability and Skills	Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook. Excellent communication skills (verbal and written). Excellent communicating and influencing skills with internal and external customers.	Experience of using ERP Gold.

Attributes	Essential criteria	Desirable criteria
	<p>Ability to work calmly and effectively under pressure and in challenging circumstances.</p> <p>A professional manner in dealing with colleagues and the public.</p> <p>Drive for high quality results and adaptability.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p> <p>Highly effective planning and organising own workload, and that of direct reports.</p> <p>Numerical skills & ability to analyse spreadsheets & financial accounts.</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> <p>Ability to work with minimal supervision.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Awareness of working in a political environment.</p> <p>Driven by customer excellence.</p> <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>	