

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Afghan Relocations and Assistance
Job Title:	Refugee Resettlement Assistant
Grade:	C
Post Number:	M507
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Head of Strategic Housing Resettlement Services Coordinator
Responsible For:	Nil Staff
Key Relationships/ Liaison with:	Service Teams, Local, Regional and National Partners, Landlords and Other Community Representatives and Service Users

Job Purpose

- To provide a comprehensive administrative service for the Resettlement Services. Outline duties will include monitoring spend and income, preparing and submitting funding claims, placing orders, liaising with suppliers, checking invoices against quotations, and supporting with the coordination of new arrivals.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

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 the query.
3.	Prepare for arrivals of newly resettled families, including ordering, receiving and checking furniture and food deliveries, and arranging taxis and interpreters. Liaise with landlords, contractors and Local Authorities for keys and access to properties.
4.	Support with organising 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.	Circulate letters, newsletters, leaflets, and mailshots, and arranging for translations of documents as required.

6.	Keep up-to-date with the Home Office Funding Instructions for each of the refugee resettlement schemes for each financial year, ensuring that funding claims are submitted to the Home Office accurately and by the relevant deadline.
7.	Keep an accurate and up-to-date record of all funding claims made to the Home Office and all income received from the Home Office, thoroughly checking for any discrepancies, and liaising with the Home Office to ensure correct funds have been received.
8.	Keep an accurate and up-to-date record of all quotes for goods and services and compare all invoices against quotes prior to authorising payment, liaising with suppliers where any discrepancies are noticed.
9.	Raise Purchase Orders for goods and services, ensuring each commitment is accurately coded to the correct cost centres. Liaise with internal payments and accountancy teams to code each transaction to the relevant cost centre, subjective code and project code.
10.	Maintain accurate and appropriate records of all actions taken, including details of bookings and any discussions with suppliers regarding services or payment.
11.	Posting/emailing customer satisfaction surveys and/or carrying out telephone or electronic surveys and inputting data onto a spreadsheet/ database.
12.	Maintain budget spreadsheets for each Resettlement Scheme, accurately recording the source of funding used for each transaction, assisting the Resettlement Services Coordinator with budget reconciliations.
13.	Liaise with charities, 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.
14.	Carry out research as required to support the Scheme.
Special Factors	
15.	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.
16.	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
17.	Post holder must have access to a vehicle to undertake duties. An essential user car allowance will be paid.
18.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Resettlement Services Coordinator

Date: September 2023

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	Essential	Desirable
<u>Qualifications</u> GCSE or equivalent in English Language and Maths (minimum grade C or level 4), Or Demonstrable experience identified within the section below.		✓
<u>Experience</u> Significant experience of clerical / office administration duties. Experience working with computerised systems. Experience of working in a Customer focused environment. Experience of working in financial transactions. Experience of communicating with people who speak English as a second language.	✓ ✓ ✓ ✓	✓
<u>Skills / Knowledge</u> The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. Highly competent in numerical work, especially in dealing with financially based computation. Ability to accurately input and extract information from systems and spreadsheets. Be organised with ability to meet targets and deadlines.	✓ ✓ ✓ ✓	

	Essential	Desirable
Good written and numeracy skills with excellent attention to detail and accuracy.	✓	
Competent in the use of MS Excel.	✓	
Be able to prioritise workload and work accurately whilst under pressure and meet deadlines.	✓	
Proven ability to work with minimal supervision.	✓	
<u>Interpersonal Skills</u>		
Self-motivated and able to work on own initiative.	✓	
Ability to work accurately under pressure with minimum of supervision.	✓	
Personal integrity and ability to respect confidentiality at all times.	✓	
Commitment to delivering excellent customer service.	✓	
<u>Other requirements</u>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
To be able to travel throughout the Borough (may be using own transport).	✓	

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