



	Job Profile
Directorate:	Housing and Wellbeing
Service Area:	Strategic Housing
Job Title:	Refugee Resettlement Manager
Grade:	PO2
Post Number:	M518
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Head of Strategic Housing
Responsible For:	Refugee Resettlement Team Leader Asylum Support Team Leader (job title to be confirmed)
Key Relationships/ Liaison with:	<ul style="list-style-type: none"> • Chief executive, senior management team, corporate management team, service management team • Representatives from local and national partner organisations • Elected members • Service users

Job Purpose

- To lead on the delivery of the refugee resettlement service, including the delivery of the formal refugee resettlement schemes on behalf of participating local authorities within Leicestershire and Rutland.
- To identify gaps in provision relating to refugee resettlement and asylum dispersal and develop the services accordingly and in line with relevant funding streams.
- To manage service staffing, policies, procedures, performance, complaints, budgets and contracts.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

	Main Duties and Responsibilities
1.	Lead on the Council's response to emerging developments in migration, with a particular focus on the impact of increasing numbers of refugees and asylum seekers housed in the Borough on a temporary or permanent basis. This includes the development and management of new services that may be required as a result of Asylum Dispersal and Contingency accommodation policies, MOD Operation Lazurite and the existing or any new formal refugee resettlement schemes.
2.	Lead on the delivery of a high-quality, high performing comprehensive and holistic refugee resettlement service, including integration and support, that is sensitive to individual circumstances, needs, vulnerabilities and cultures and meets home office requirements, in order to enable resettled refugees to achieve required outcomes and live independently in the UK.
3.	Manage the refugee resettlement schemes on behalf of all participating Local Authorities across Leicestershire and Rutland, liaising with them regarding the



	delivery of refugee resettlement schemes in their areas, ensuring the necessary agreements and approvals are in place for delivery for each authority.
4.	Work with internal and external partners to identify the impact of the asylum dispersal policies on internal and external services, identifying gaps in provision and opportunities to develop the service to ensure a coherent and holistic response to the needs of the asylum and newly granted refugee population.
5.	Work with internal and external services to identify opportunities for best utilising the Asylum Dispersal Grant Funding, Homes for Ukraine Funding and any new funding stream. This may include administering the provision of grant funding to internal and external statutory and voluntary partners, developing an in-house service, or providing additional funding to increase capacity of existing services.
6.	Maintain up to date knowledge of legislation, policy and practice relevant to the services, provide expert professional advice and prepare related briefing notes and reports, to ensure the service meets regulatory and statutory requirements and manages risks.
7.	Support service managers to prepare for and respond to changes to national asylum and refugee policy that may impact upon service demand and delivery.
8.	Develop and maintain a framework of policies, procedures and standards for the service.
9.	Lead and motivate the team, manage recruitment, formal training and development, and support team members to achieve individual, service and corporate goals and objectives.
10.	Identify opportunities to develop the current services and likely upcoming service delivery pressures and policy changes, planning appropriate staffing capacity for the duration of each funding stream.
11.	Develop and maintain strong working relationships with key internal and external stakeholders to support the delivery of effective services.
12.	Manage customer complaints and member enquiries relating to the service, ensure appropriate and timely responses.
13.	Manage the performance of the service, ensure effective performance monitoring and reporting systems are in place and accurate performance returns are submitted. Use performance information to identify and drive service improvements.
14.	Manage the budgets for the service across a number of different funding streams for the duration of each grant, holding regular meetings with the service accountant. Monitor funding claims / receipts, ensure spend is within budget and in line with funding requirements and guidelines for the relevant funding stream. Identify and bid for additional funding where required.
15.	Procure and manage contracts for the services, ensure effective contract monitoring and reporting systems are in place and contracted services deliver agreed outcomes and standards.
16.	Assist the head of service to develop and deliver effective service strategies and service plans.
17.	Ensure business continuity and emergency responses capabilities within the service.

18.	Ensure the delivery of fair and equal services to all customers, in line with council policies.
19.	Ensure safeguarding concerns are identified and reported, in line with council policies.
20.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
21.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

Disclosure Barring Service (DBS)

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore **a DBS enhanced check (without a barred list check) is an essential requirement.**

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: Head of Strategic Housing

Date: November 2024



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	Essential	Desirable
<u>Qualifications</u>		
Undergraduate degree (or equivalent) in Housing or other relevant subject.	✓	
Level 3 certificate (or equivalent) in Leadership and Management.	✓	
Or		
Demonstrable experience identified within the section below.	✓	
<u>Experience</u>		
Significant experience of delivering refugee resettlement services, or related services.	✓	
Experience of team management	✓	
Experience of partnership working	✓	
Experience of complaint management	✓	
Experience of performance management	✓	
Experience of budget management	✓	
Experience of procurement	✓	
Experience of project management		✓
<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.	✓	
Strong verbal communication skills and ability to deliver clear and effective presentations for different audiences	✓	
Strong written communication skills and ability to produce clear and accurate reports for different audiences	✓	



	Essential	Desirable
Strong time management, organisational, prioritisation and planning skills and ability to meet deadlines and achieve performance targets whilst ensuring quality of service	✓	
Ability to lead, manage and develop staff	✓	
Ability to develop effective partnership working arrangements	✓	
Ability to develop effective, high quality, high performing services	✓	
Ability to analyse and interpret data to identify trends and improvements	✓	
<u>Interpersonal Skills</u>		
Self-motivated and resilient with the ability to effectively manage workloads without supervision and when under pressure	✓	
Ability to work constructively as part of a team and have a positive influence on a team	✓	
Ability to respond to enquiries and complaints in an assertive and sympathetic manner	✓	
Commitment to providing excellent services and continuous improvement	✓	
Commitment to providing fair and equal services and opportunities	✓	
<u>Other requirements</u>		
An understanding 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 on occasion to work outside normal office hours.	✓	
To be able to travel throughout the Borough (may be using own transport).	✓	

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