
Recruitment information

Job description and person specification

Your title	Resettlement Projects Manager
DBS check	This post requires a basic DBS check.
Post number	TBC
Your team	Housing Services
You would be based	Civic Centre, Esher
Your line manager	Housing Strategy, Resettlement and Enabling Manager

About the role

Working as part of a team you will be working across a variety of resettlement projects, including the rehousing of Afghan and Ukrainians within the borough, along with any future arrivals through the UK government's resettlement programmes and helping manage the council's response to the placement of asylum seekers within Elmbridge.

With rising homelessness pressures and demands for accommodation, you will also use your collaborative working skills to develop policies and procedures that integrate with the rest of Housing Services and minimise the impact of resettlement schemes on the rest of our service

You will develop, review, and help deliver project documents, provide assistance and support to colleagues working on projects, help manage expectations, and work closely with clients, colleagues and partner agencies. You will also help with a variety of projects, including delivery of LAHF and affordable housing.

The role is varied and will combine leading on some process and administrative work – e.g. submitting grant claims and activity data to government agencies to help the council's financial position, along with helping with problem-solving some direct contact with clients to resolve particular problems.

This role will also be crucial in monitoring and developing contracts with our external service providers. .

There will also be the opportunity to support wider Housing Services projects when workloads and priorities align.

The main purpose of the role:

With additional requirements on councils to assist in resettlement of displaced people, the council and its partners are required to be agile and proactive in terms of developing and delivering solutions, whilst also anticipating likely future demands as well.

The council is acquiring homes in the borough to help meet these needs, as well as taking steps to increase the supply of temporary accommodation locally too, whilst also continuing to help clients to access suitable accommodation in the private-rented accommodation across the UK.

This role will have a particular focus on aligning these projects to ensure that they are successfully delivered, that staff working on the projects understand their roles and responsibilities, as well as day to day project management and problem solving

We are looking for somebody who is organised, skilled in using IT (Microsoft Office), empathetic and has a focus on the customer experience. You will need good communication skills and to be a team player and comfortable working in a fast-moving environment. You should have experience of working in a housing, projects or resettlement role, with experience of working on and delivering projects. You will have knowledge around project management and delivery, and experience working with displaced people will be preferable

Specific duties and responsibilities

General Duties

1. To work across Resettlement projects to ensure, support and coordinate successful delivery.
2. To identify opportunities to improve service delivery
3. To liaise with partner agencies and stake holders – such as charities, landlords, other local authorities, job centre etc both on individual cases and more general liaison and representing the council at external meetings.
4. To develop and manage our contracts with external partners, including SLA monitoring and regular meetings.
5. To assist the Housing Strategy, Resettlement and Enabling Manager in delivery of projects
6. Supervise project staff on an ad hoc basis

Specialisms

7. Understanding of project management and project delivery
8. An understanding of housing and , resettlement schemes and the challenges around these areas
9. To assess and conduct analysis where required and present results and put forward recommendations to the head of service
10. Understanding and experience of data led service design
11. Assist with assist with budget/resource/ funding management in accordance with the requirements of the projects, including leading on collating, making and submitting claims to government for funding in accordance with funding instructions or government guidance
12. To manage the administration involved in projects
13. To be responsible for the timely and accurate reporting of data requests to government agencies.
14. To work positively and proactively with outside agencies involved in the resettlement of families – e.g. letting agents, local authorities in which the housing is located, the Home Office, etc

15. Experience of developing and monitoring funding agreements and contracts
16. Representing the council at a variety of external meetings, including stakeholders, other local authorities etc
17. Ensure processes and procedures are compliant with all relevant guidance

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Resettlement Projects
Manager**
**Salary: PO38-42 £49,775-
£54,616**

Post no: TBC
Hours: 36 hours
**Car allowance: C4 (occasional
car user)**

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Educated to A-Level standard (including GCSEs or equivalent (A-C) in English Language and Maths	E	A
2	Qualification in project management	D	A/I

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Significant experience in delivering high quality face to face services to the public –	E	A
3	Experience in delivering support and advice to vulnerable groups, refugees etc	D	A / I
4	Experience in collaboratively developing project plans and documentation	E	A/I
5	Experience in negotiating, monitoring and commissioning of funding agreements and contracts	D	A/I
6	Direct experience of successfully managing or supervising projects in relation to housing / resettlement or welfare, preferably demonstrating use of project management tools to support delivery	D	A/I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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7	Understanding and appreciation of equality and diversity	E	A / I
8	Working knowledge and appreciation of safeguarding	E	A/I
9	Understanding and awareness of the challenges facing refugees and asylum seekers	D	A/I
10	Organised – able to gather and collate and record information and undertake administrative tasks	E	A / I
11	Problem-solving skills – able to arrive at and present solutions	E	A/I
12	Skilled in using resources effectively – able to manage time, prioritise tasks and multi-task	E	A/I
13	Skilled in developing and documenting processes and engaging with colleagues to ensure their practical, day-to-day use	E	A/I
14	Communication skills – to communicate clearly and sensitively with guests, colleagues, landlords and other stakeholders. Good written and spoken English	E	A / I
15	To be experienced in using a range of IT software – outlook, excel, word and proficient in manipulation of spreadsheets and other data-sources to respond quickly and accurately for data requests	E	A/I
16	Holds a full valid UK driving license	D	A