

Job Description

POST TITLE:	Refugee, Migrant & Asylum Seeker Lead
DIRECTORATE:	Adults, Health & Integration
SERVICE:	Adult Services
GRADE:	P10
LOCATION:	Hackney Service Centre / Hybrid
RESPONSIBLE TO:	Head of Transformation
RESPONSIBLE FOR:	Various fixed term posts managing complex resettlement, coordination and support programmes (PO8) 1 x Programme Support Officer

PURPOSE OF THE JOB:

- To ensure the London Borough of Hackney (LBH) is delivering a fair, safe, effective and welcoming response to the refugee, migrant and asylum seeker population in the borough, adhering to legislation and Government guidance.
- To maintain oversight of all grants available for refugee, migrant and asylum seeker support and to be responsible for allocating funds effectively to meet needs, ensuring value for money and that all grant requirements are met.
- To lead and coordinate a range of stakeholders to ensure effective delivery across the system, building relationships and capacity to meet needs, and ensuring stakeholders can make informed decisions.
- To lead a team delivering support and coordination, including knowing when to stand up and stand down resources in response to emerging needs.

MAIN AREAS OF RESPONSIBILITY:

The postholder will have lead responsibility and accountability for the following:

Designing, mobilising and managing services

- Proactively identify emerging issues and needs for refugees, migrants and asylum seekers, understand and scope the role for the Council, its different departments and partners, and assess readiness to respond and support.
- Design and mobilise support in response to new and/or unexpected scenarios quickly and safely, through effective and flexible support work models.
- Keep abreast of risks, issues and emerging themes linked to all refugees, migrants and asylum seekers in LBH.
- Understand cross-cutting issues and ensure action is coordinated, cohesive and delivered in partnership with all stakeholders.
- Ensure staff are compliant with Information Governance and that robust information systems are maintained.
- Ensure that the work carried out by all functions in the team are in accordance with required Council standards, legal requirements and national and local objectives and that adequate monitoring and auditing processes are in place.

Understanding and translating national policy and sharing information

- Represent the Council at all national and strategic briefings related to refugees and migrants and ensure relevant information is disseminated appropriately.
- Development and oversight of a strategic comms plan, ensuring stakeholders are appropriately briefed on the latest legislation changes and local delivery.
- Keep abreast of, and translate complex policy and guidance into tangible actions and delivery, and/or effective local communications.

Stakeholder engagement and systems leadership

- Ensure senior stakeholders and partners are aware of the range of activity, issues and risks and have the information needed to make political and council decisions.
- Ensure senior stakeholders such as Cabinet, CLT, Lead Members are aware of range of activity, issues and risks and have information needed to make effective political and council decisions.
- Support different services to prepare and meet any demand on their services from refugee and migrants.
- Support partners such as in the NHS or community voluntary sector to be aware of emerging themes and demands, and capacity build as required.
- To be politically sensitive, be able to recognise and deal with a range of strategic political and sensitive issues that impact on the service area.

Budget and financial management

- Oversight of all grants and budgets available for refugee, migrant and asylum seekers and responsible for allocating funds effectively to meet needs of the population, ensuring value for money, and that all grant requirements are met.
- Ensure all decisions demonstrate value for money and financial sustainability.

Team management and leadership

- Promote open communication, clear direction and the creation of a performance oriented approach and culture. To ensure that appropriate work plans, appraisal, supervision and staff development systems are in place to achieve organisations strategies and objectives.
- Develop innovative job descriptions, lead on recruitment and induction of new staff.
- Effective and high quality line management of a number of staff - both strategic and front line depending on needs.
- Design and implement clear reporting and performance management frameworks, focused on target outcomes of transformation, and creating clarity on progress made against objectives.
- Embed a trauma-informed, inclusive and welcoming environment for all displaced people in the Borough.
- Be responsible for ensuring that the workforce are aware of standards, expectations and timescales, and to establish clear lines of responsibility and accountability building trust, good morale and teamwork.
- Foster an environment that values innovation, inclusivity, learning and empathy.
- Manage the service in a manner that promotes equality of opportunity and collaborative working; ensuring that staff are aware of the requirement to deliver non-discriminatory services and promote greater equity for disadvantaged groups.
- Model the departmental behaviors at all times.
- Consistently promote and apply the Human Resources Standards and Equalities Standards and ensure this is demonstrated and maintained throughout the service.

Other duties and responsibilities

- Work flexibly across Adult Services, the wider Directorate and Council as required.
- Produce and present accurate reports for a range of audiences including: Managers, Committees, Regulators, Boards, stakeholders and customers.
- Represent the Head of Service or the Team where necessary.
- Any other duties and responsibilities as directed by the Head of Service or more Senior Managers.
- Responding to Freedom of Information requests, complaints, and legal matters, escalating as required.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

KNOWLEDGE AND QUALIFICATIONS

The post holder will be educated to degree level, or can demonstrate significant relevant experience, including management training and programme management.

The post holder will have sound knowledge of:

- The policy, legislative and performance frameworks relating to refugee support.
- Programme and project management methodologies and the practical application of these in the public sector.
- Effective programme risk and issue management methodologies and practical application.
- Understanding of the key principles behind service design, and its benefits and value to the Council.

EXPERIENCE

The post holder will have demonstrable experience of:

- Managing and leading complex programmes and services for vulnerable people.
- Translating complex policy into tangible action.
- Designing and mobilising innovative services quickly and effectively.
- Leading effective stakeholder engagement.
- Transformation and service improvement with a focus on improving outcomes for service users.
- Programme and project management methodologies and the practical application of these in the public sector.
- Developing teams that take into account the needs of diverse stakeholder groups.
- Effective programme risk and issue management methodologies and practical application.
- Providing structured plans and setting clear objectives that implements strategy and drives delivery.
- Applying strong analytical skills and lateral thinking to develop creative and innovative service solutions.
- Applying findings from research evidence and best practice
- Analysing and interpreting highly complex data.
- Leadership and management ideally within a multidisciplinary setting.
- Budget management, financial analysis, and a commitment to continuously improving value for money and delivery of efficiency savings and cost avoidance.

SKILLS AND ABILITIES

The post holder will have the skills and ability to:

Management, leadership and accountability

- Generate credibility and confidence amongst customers, staff, external partners and all stakeholders.
- Build positive relationships with a range of internal and external stakeholders, and understand political drivers and the role of members.
- Create a culture of learning, to maintain a capable and high performing workforce.
- Motivate and empower staff to build an effective service and develop good relationships, trust, good morale and teamwork.
- Manage and lead, with a proven ability to provide vision and direction to team members.
- Attract, develop and retain a highly motivated and professional workforce and to deal swiftly and competently with any performance issues or unprofessional conduct.

Delivery

- Initiate, develop and complete work and projects individually, as part of a team and as a senior manager.
- Work under pressure and manage competing priorities.
- Keep abreast of latest thinking, new trends and developments in a wide range of relevant areas and apply / take action accordingly.
- Design and deliver fast paced, high profile, complex programmes of work.
- Flexibly apply user-centered service design approaches.

Decision Making

- Implement and adhere to transparent and effective governance mechanisms to inform decision making.
- Make decisions through the analysis of relevant information and risk assessment.
- Make decisions that demonstrate commitment to the Council's vision for a better Hackney.
- Make decisions that demonstrate value for money.

Working Together

- Lead cross organizational working, taking into account others views and that harnesses the benefits of having a diverse workforce.
- Quickly and proactively establish credibility, trust and influence with key stakeholders and decision makers; to build, extend and manage influential networks and relationships, work effectively in a political environment and build strong foundations for joint delivery of strategic improvements.

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