

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Children Young People and Education

DIVISION: Quality Policy and Performance Improvement

JOB TITLE: **Programme Support Officer Asylum Seekers
and Displaced People**

ROLE PROFILE

Job Title:	Programme Support Officer Asylum Seekers and Displaced People
Directorate:	Children Young People and Education
Division:	Quality policy and performance improvement
Grade:	Grade 8
Hours (per week):	36
Reports to:	Strategic Lead, Asylum Seekers and Displaced People
Responsible for:	<p>The co-ordination, analysis and reporting of a cross-council programme of work in support of displaced people in the borough including refugees and asylum seekers and those supported by the Homes for Ukraine scheme</p> <p>The co-ordination and overview of work with voluntary, community and faith groups in Croydon to mobilise support for displaced people, including any Council small grant programmes subject to funding.</p> <p>Take responsibility for the delivery of some smaller projects within the programme.</p>
Role Purpose and Role Dimensions:	<p>The post holder is tasked with supporting the development and delivery of a programme of work that harnesses and co-ordinates actions across the Council and its partners including health, schools, the police and the voluntary, community and faith sector to support asylum seekers and displaced people during their time in Croydon.</p> <p>The postholder will have experience of supporting programmes and multiple projects, stakeholders and service users within a programme environment.</p>
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the

employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Displaced adults, children and families placed or living permanently in Croydon.
- Headteachers, health partners, Metropolitan Police representatives.
- Home Office representatives from the Asylum and Protection teams.
- Representatives from accommodation providers e.g. ClearSprings Ready Homes, SBHL etc.
- Members of the public from a range of different external organisations and professions including: voluntary and community organisations and groups of all sizes and types; independent service providers; other local authorities.

Key Internal Contacts:

- Directors, heads of service, service managers and staff across the council.
- Performance, commissioning, safeguarding and public health leads.
- Heads of Finance and accountants, at corporate and directorate level

Key Areas for Decision Making:

None

Other Considerations:

Occasional work outside of office ours e.g. engagement with service users placed or living in Croydon

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Standard DBS check

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities
and Result Areas:**

Key Elements:

- To provide programme and project support to the Asylum Seekers and Displaced People team.
- To work with staff from across the council and a range of internal and external partners to co-ordinate a programme of support for displaced people in Croydon.
- To establish, update and maintain all required programme documentation using version control protocols.
- To analyse data and intelligence, preparing summative highlight reports for project and programme boards, DMTs, CMT, Lead Member and the Executive Mayor as required.
- Support with stakeholder engagement to gain feedback from service users to inform the programme.
- Prepare materials to support programme and project delivery including presentations, process maps, data analyses, guidance documents and reports.
- To take responsibility for delivering some smaller projects within the programmes.
- To arrange, manage and minute meetings and workshops, identifying actions and ensuring that they are followed up.
- Escalate programme issues and pro-actively manage risks and suggest mitigating actions.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Programme Support Officer Asylum Seekers and Displaced People
Essential knowledge:	<p>The post holder will have knowledge of programme and project management concepts, principles and practices gained through experience and development.</p> <p>The postholder will have a clear understanding of the principles, values and behaviours that underpin public service.</p>
Essential skills and abilities:	<p>Excellent written and verbal communication skills.</p> <p>Excellent organisational skills, with the ability to prioritise and schedule tasks to deliver on time and to a high standard.</p> <p>Ability to work with high level internal and external stakeholders.</p> <p>Good IT skills e.g. MS Office particularly Excel</p> <p>The ability and willingness to undertake training to acquire skills with project management and presentation tools e.g. Visio, SWAY, Vertu.</p> <p>Good numerical skills and a familiarity with financial reporting.</p>
Essential experience:	<p>Experience of supporting programmes of work and projects within a dynamic and changing environment.</p> <p>Experience of working across organisational boundaries e.g. private, public and voluntary, community and faith sectors</p>
Special conditions:	Occasional evening and weekend work.