
Recruitment information

Job description and person specification

Your title	Homes for Ukraine Lead Officer
DBS check	This post requires a basic DBS check.
Post number	1 year FTC
Your team	Housing Services
You would be based	Elmbridge Civic Centre, Esher
Your line manager	Housing Strategy & Enabling Manager

About the role

You will be overseeing and co-ordinating the delivery of the Homes for Ukraine programme. This includes organising home visits, DBS checks, welcome and thank you payments as well as being the main point of contact for internal and external stakeholders

The main purpose of the role:

Homes for Ukraine was launched in March 2022 following events in Ukraine this year, Elmbridge Borough Council has seen over 400 Ukrainians arrive under the scheme and still potentially has many more. We are responsible for doing checks on host properties, DBS checks, as well as ongoing and updating of back office systems and communicating with local partners and the public.

This rapidly evolving project has been successful in meeting the immediate and basic needs of the programme, however, we are now moving into the next phase where operational duties will need to be maintained whilst we plan. Administration is also increasing due to new matches, complex cases and additional burdens from central government.

We have worked closely with Ukrainians and their hosts, as well as a variety of partner organisations including Surrey CC, and we have worked hard to have good relationships with our hosts

We are now looking for a Lead Officer to perform the operational duties of the programme as well as be the main point of contact for partners. This will involve coordinating staff work and time, systems management and updating, dealing with email and phone enquiries, providing data for reports as well as being the primary internal and external point of contact for queries. This is a rapidly changing project, with guidance and requirements subject to change so flexibility and adaptability are key. Every day is different and the work we're doing is invaluable in supporting these families to make a success of their lives in the UK, as well as providing support to host families to enable them to continue to help.

You will be working with a range of partners internally and externally in a fast-moving environment. You will also have to be prepared to provide cover at the civic centre, handling face to face enquiries from time to time, handing out welcome payments and doing DBS checks

Specific duties and responsibilities

Main Duties

1. To be main point of contact within EBC on Homes for Ukraine
2. To ensure that EBC comply with government guidance on the scheme in its processes and procedures
3. To be responsible for updating and monitoring of Foundry, spreadsheets and other systems used in the project
4. To develop and monitor current processes and procedures and propose improvements
5. Manage public communication, including email to sponsors and our website
6. To provide information and support to staff handling queries on Homes for Ukraine, managing emails, phonecalls and other communications
7. Make recommendations and decisions around areas like safeguarding, risk assessment, in relation to individual applications
8. To be main point of contact with Elmbridge CAN to handle rematching
9. To manage stakeholder relationships – responding to requests for assistance for help, facilitating communication and effective delivery of services
10. To represent EBC on various multi-agency groups and forums

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.

**Homes for Ukraine Lead
Officer**
Team: Housing Services
Salary: £38,791 - £40,751

Post no:
Hours: Full time
Car allowance No

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	Project management qualification	D	A

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
3	Experience in supervising and directing staff	D	A / I
4	Significant experience in delivering high quality services to the public	E	A
5	Experience in delivering support and advice to vulnerable groups, refugees etc	D	A / I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
6	Understanding and appreciation of equality and diversity	E	A / I
7	Working knowledge and appreciation of safeguarding	E	A / I
8	Understanding and awareness of the challenges facing Ukrainian evacuees in resettling in the UK	D	A/I
9	Ability and experience to successfully manage stakeholder relationships	E	A / I

10	Organised – able to gather and collate and submit information as per deadlines and manage	E	A / I
11	Skilled in using resources effectively – proven ability to delegate, manage time, prioritise tasks and harness the talents of others	E	
12	Communication skills – to communicate clearly and sensitively with a range of audiences – colleagues, outside agencies, the guests	E	A / I
13	Flexibility – to be able to respond to fast-moving events whilst also anticipating service needs going forward	E	A/I
14	To be experienced in using a range of IT software – outlook, excel, word	E	A/I
16	Experience of working on and an understanding of the guidance around the Homes for Ukraine scheme		
15	Having access to a car for business use and a full driving licence	D	A/I
16	Able to communicate in Ukrainian	D	A/I