

JOB DESCRIPTION

Job title: Senior Project Officer – Refugee Resettlement

Grade: 8

Directorate: Communities and Intelligence

Unit: Communities and Social Policy

Job Purpose

To work with London stakeholders to support a sustainable community sponsorship programme for refugee resettlement in London, including generating new offers of support, securing commitments and developing relevant policies, processes and structure to support the model.

Principal Accountabilities

1. Engage with a wide network of London stakeholders (including boroughs, communities, civil society, funders/philanthropists, businesses/employers) through a mixture of one-to-ones and wider events, to identify and galvanise opportunities for partnership and potential approaches to community sponsorship, securing commitments from partners where appropriate.
2. Project manage the further development of a community sponsorship in London, building on national and international best practice. This will include developing and implementing relevant policies, processes, structures and resources to support community sponsorship and resettlement.
3. Develop a plan to grow and manage offers of support for refugee resettlement. Work with partners to pilot/act on initial offers, brokering discussions with local authorities as appropriate.
4. Provide support and guidance to London boroughs, sustaining a network of boroughs (and other stakeholders where appropriate) to enable peer learning/ support and cross-borough/cross-organisational collaboration. Set out the case for improvements to the existing resettlement scheme to central Government team based on feedback from participating boroughs.
5. Provide insight, recommendations and briefings to team management and Mayoral advisors.
6. Develop a short and long term communications plans, both to generate new offers and to promote Community Sponsorship. Provide content for external press releases, website updates and speeches.
7. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards
8. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

9. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.

Key relationships

Reports to: Senior Policy and Project Officer, Migration and Refugees

Accountable for: Resources allocated to the role

Principal contacts: London boroughs, businesses, community organisations and charities, Central Government Syrian Vulnerable Persons Scheme team, Mayor's Office.

PERSON SPECIFICATION

Technical requirements/experience/qualifications

1. Experience managing high profile projects and events to time, cost and quality.
2. Experience of stakeholder engagement with the statutory sectors and operating in a politically-sensitive environment.
3. Evidence of using planning skills to manage multi-agency project delivery effectively, including evidence of creating and maintaining networks.
4. Ability to assimilate and analyse data and produce key recommendations to a high standard, both written and orally, including supporting organisations to make informed strategic decisions in allocating resources.
5. Experience establishing/implementing new models of working including developing new processes and structures and identifying opportunities for improvement.
6. Experience working to resettle refugees or support refugee integration and understanding of the opportunities and challenges for resettlement in London.
7. Experience working collaboratively with businesses, communities/civil society and local authorities, and influencing senior stakeholders.

Behavioural competencies

COMMUNICATING AND INFLUENCING

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 Indicators of Effective Performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way

- Presents a credible and positive image both internally and externally

STAKEHOLDER FOCUS

... is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.

Level 2 Indicators of Effective Performance

- Seeks to understand requirements, gathering extra information when needs are not clear
- Presents the GLA positively by interacting effectively with stakeholders
- Delivers a timely and accurate service
- Understands the differing needs of stakeholders and adapts own service accordingly
- Seeks and uses feedback from a variety of sources to improve the GLA's service to Londoners

PLANNING AND ORGANISING

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 Indicators of Effective Performance

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

ORGANISATIONAL AWARENESS

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 Indicators of Effective Performance

- Challenges unethical behaviour
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitivities impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

RESPONDING TO PRESSURE AND CHANGE

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 Indicators of Effective Performance

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

BUILDING AND MANAGING RELATIONSHIPS

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 Indicators of Effective Performance

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication and deliver shared goals

Reasonable adjustments

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.