

Job Description and Person Specification

Project Support Officer

Job Details	
Grade	5
Service	Public Health and Migration
Location	One Friargate
Job Evaluation Code	Y5789D

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
To support the Project Manager in delivering the Health Access for Refugee Programme (HARP) Project in line with Coventry City Council's migration policy and in accordance with the City Council's vision and values. To deliver project work as delegated by the Project and Programme Manager To establish networks and build partnership to deliver the agenda of Migration in the city To support the Project and Programme Manager in any other designated work as appropriate.

Key Responsibilities and Accountabilities

Supporting the Strategic Lead - Migration, the Programme Manager, the Project Manager, and other key stakeholders within the People Directorate and wider City Council in the strategic direction and management of migration policy for the City.

Contributing to the success of the Libraries, Advice, Health and Information Service by acting as a team member, providing intelligence to the Project Manager, and ensuring that issues of integration and support for migrants and newly arrived communities are raised appropriately.

Providing a key resource within the City Council's [Project Name] Project team for partner agencies in both the statutory and voluntary sectors to utilise, inform, and shape practice around the needs of migrants and the project.

Representing and supporting the Project Manager at meetings with stakeholders, Elected Members, and senior managers within the project partnership.

Advising and supporting the Project Manager and other relevant senior managers in operational planning, performance management, presentations, written reports, and strategy documents as required.

Monitoring any contracts or agreements related to migration issues that the City Council enters into and ensuring that appropriate subcontracts with local providers are in place and managed accordingly.

Conducting research, compiling reports, and project managing pieces of work on behalf of the service, ensuring work is progressed, coordinated, and completed within timescales.

Undertaking any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:

Partner organisations,
NHS

Internal:

Public Health

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Understanding and knowledge of issues affecting Asylum Seekers, Refugees and Migrants
Knowledge	Knowledge of funding streams and opportunities available to support Asylum Seekers, Refugees and Migrants
Knowledge	Understanding of the different types of migrants and immigration routes
Knowledge	Basic knowledge of laws and regulations around immigration
Knowledge	Knowledge of the business of City Council departments and other public services including police, voluntary, community and private sector organisations
Knowledge	Good understanding of data confidentiality
Skills And Ability	Able to communicate clearly both verbally and in writing, adapting style to suit the audience
Skills And Ability	Listening actively and establishing empathy with local communities through excellent interpersonal skills.
Skills And Ability	Researching and identifying issues affecting specific local communities.
Skills And Ability	Developing, organising, and delivering events and projects.
Skills And Ability	Managing conflict and conflicting community demands positively and working to prevent escalation.
Skills And Ability	Generating, collating, and analysing data and intelligence regarding local needs, and recommending actions to service providers.
Skills And Ability	Multitasking, working with existing systems and processes, and meeting deadlines based on project needs.
Experience	Collaborating with a wide range of partners to develop effective and innovative partnerships.
Experience	Building connections and working with migrant communities to understand local need and gather neighbourhood intelligence to influence service provision.

Experience	Establishing cross-sector partnerships between agencies such as voluntary and community organisations, local service providers, and private sector organisations to improve services for migrants in the city.
Qualification	Holding a relevant degree or demonstrating equivalent experience.
Special Requirements	Undertaking evening and weekend work occasionally.

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Yes			
Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check ☐	Standard Check ☐	Enhanced Check ☒	Enhanced + barred list check ☐

Declaration			
Reviewed/Created By:	Ruth King		
Job Title:	Project Officer - Finance	Date:	11/08/2026