

Job Description and Person Specification

Role: Local Authority Asylum Support Liaison Officer



Job Description

Job Title	Local Authority Asylum Support Liaison Officer
Grade	G6
Service	Migration
Reports to	Project Manager
Location	One Friargate
Job Evaluation Code	L3708D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our 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:



About the Service your team will provide

Purpose of the role

The successful candidate will work as Liaison Officer between the Migration Team of Coventry City Council, the Home Office and other relevant stakeholders in managing a caseload of Asylum Seekers supported under s.95, s.98 and s. 4 of the Asylum and Immigration Act in the City.

This liaison should support the identified Asylum Seekers in having their asylum claims determined and provide a holistic support service by:

Providing advice, information and guidance to those new to the City, waiting for a decision on their asylum claim and those granted asylum or other leave to remain in the UK, on how to access mainstream services

Supporting refused asylum seekers to explore options available for them

Support the successful integration of adults and families granted asylum by minimising rates of homelessness, rough sleeping, poor health, economic hardship and social isolation and encouraging improved sufficiency in English language and employment skills.

Main Duties & Key Accountabilities

1. To welcome newly arrived communities and facilitate the smooth transition of new refugees from government-supported accommodation into mainstream society during their 56-day 'move on' period.
2. To liaise with the Home Office regarding the return of failed Asylum Seekers where no other options remain for consideration of their asylum claims.
3. To establish and maintain a live client database of Asylum Seekers supported in the Local Authority area.
4. To assess clients and provide guidance and support before and during the 'move on' period on appropriate services including:

Housing
Benefits

Health
Employment
English language tuition
Education

5. Work collaboratively with local Statutory and Voluntary and Community Sector organisations by promoting their services and managing client referrals where this is appropriate.
6. To take part in the work of the Coventry Migration Forum and work collectively with other City Council Officers to maximise the contribution of Voluntary and Community Sector partners to support Asylum Seekers and refugees in the City.
7. Record all referrals made and work with statutory and Voluntary and Community Sector organisations to track progress and monitor outcomes.
8. To develop an in depth understanding of the GDPR regulations and good practice around information sharing with statutory and Voluntary and Community Sector partners when acting in the best interests of individuals and families living in the City.
9. To evaluate the impact of interventions taken and the service provided to clients to continuously improve.
10. Tailor the national approach to supporting successful new refugees by designing and agreeing innovative interventions appropriate to the City.
11. To take into account the benefits to the established resident community of activities and interventions taken.
12. To assess clients and their circumstances and provide guidance to support their overall wellbeing, including when this is best achieved by removal from this country to either their country of origin or an alternative.
13. To provide guidance and information and support policy development regarding the City's Asylum Seeker and refugee population working with relevant elected members, directors and other managers as appropriate.
14. To take part in continuing professional and personal development planning.
15. To work as part of the Migration Team of Coventry City Council.
18. To be mindful of the City's status as a City of Sanctuary and International City of Peace and Reconciliation and ensure that the City's reputation is enhanced by work to support the successful integration of newly arrived communities into the City.
19. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External

Serco, Home Office, NHS, Migrant Help, Coventry Refugee and Migrant Centre, Reed in Partnership, Coventry Central England Law Centre, Foleshill Women's Training, Positive Youth Foundation, St Francis Employability, Ashley Community Housing, Carriers of Hope, Spring Housing, Clothing Coventry and other local charities and housing providers

Internal

Housing and Homelessness Team, Job Shop, internal projects within Migration Team, School Admissions, Social Services, 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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Project Manager

Person specification

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Knowledge of	
The national legislation related to consideration and determination of claims for asylum under UK law and the support provided by the Home Office for individuals and families awaiting decisions (Asylum and Immigration Act 1999).	
The roles of statutory and non-statutory agencies as regards support for Asylum Seekers and refugees.	
Knowledge and understanding of best practice in the engagement and support of Asylum Seekers and refugees.	
Data protection and confidentiality issues (GDPR)	
Skills and Abilities	
Able to initiate and sustain appropriate relationships with assigned Asylum Seekers and engage with them to the objectives of the post.	
Able to sustain appropriate relationships, partnerships and networks to improve the outcomes for Asylum Seekers dispersed to the City and their transitions post decision-making.	
Able to demonstrate an impartial, non-judgemental attitude relating to the circumstances presented by Asylum Seekers and promote their best interests.	
Able to communicate effectively with people from a variety of cultural backgrounds and organisational backgrounds and in all settings, including both written and verbal, including presentation and training to professional groups and outcome reporting.	

Organisational and planning skills, including an ability to prioritise between competing demands on personal and professional resources.
Able to work using own initiative to assess needs, appraise evidence and provide evaluation, analysis and where appropriate referral to other professionals / services.
<p>Analytical skills to enable effective analysis of the success of various interventions and interactions and clear and accurate reporting.</p> <p>IT literacy is essential including word processing, handling spreadsheets and emails. The successful candidate is able to utilise IT in problem solving.</p>
Experience in
Working with vulnerable clients and developing successful relationships.
Working with statutory and Voluntary and Community Sector agencies.
Providing guidance and support.
Developing, implementing, monitoring and evaluating new policies and processes.
Managing change and using negotiation skills to improve outcomes.
Acting impartially and being able to balance organisational priorities with the best interests of individuals and families.
Qualifications

Special Requirements
<p>This post is restricted to male applicants only in accordance with a Genuine Occupational Requirement (GOR) under Schedule 9, Paragraph 1 of the Equality Act 2010. This is due to the nature of the role, which requires direct engagement and sensitive support to a majority male asylum seeker population in Coventry. Many service users have experienced trauma or cultural barriers where gender-appropriate support is essential to ensure effective communication, safeguarding, and wellbeing.</p> <p>We are looking for a highly motivated male individual with experience of working with Refugees and Asylum Seekers who is natural self-starter with a can-do attitude.</p>

Date Created	June 2025	Date Reviewed	10 June 2025
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