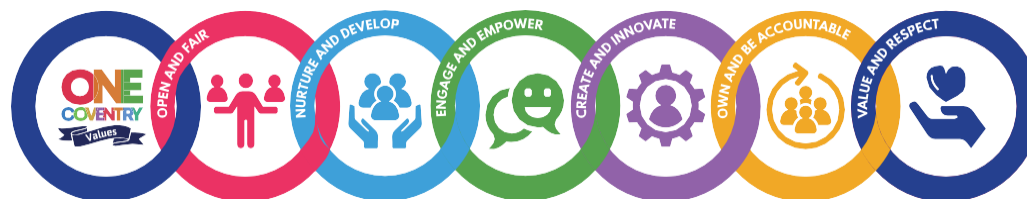


Job Description and Person Specification

Job Title: Project Support Officer - Literacy and Numeracy for Refugee Women



Job Description

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|----------------------------|---|
| Job Title | Project Support Officer-Literacy and Numeracy for Refugee Women |
| Grade | 5 |
| Service | Migration Team |
| Reports to | Project Manager |
| Location | Friargate |
| Job Evaluation Code | Y5789D |



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

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.

Job Purpose:

- To support the Project Manager in delivering the Women's Refugee 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.

Main Duties & Key Accountabilities

Core Knowledge

1. To support the Head of Libraries, Advice, Health and Information, the Programme Manager, the Project Manager as well as other key stakeholders within the People Directorate and the wider City Council in the strategic direction and management of migration policy for the City.
2. Contribute to the success of the Libraries, Advice, Health and Information Service by contributing 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 as appropriate.
3. Provide a key resource within the City Council's Women's Refugee Project for partner agencies in both the statutory and voluntary sector to utilise, inform and shape practice around the needs of migrants and the project.
4. Represent and support the Project Manager at meetings with stakeholders, Elected Members, and senior managers within the project partnership.
5. Work with the Project Manager to deliver operational planning, performance management, presentations, written reports and client interventions as required.
6. Support the Project Manager in monitoring any contracts or agreements related to migration issues that the City Council enters into. Ensure that appropriate sub- contracts with local providers are in place and are managed accordingly.

7. Support the Project Manager in carrying out research, compile reports and project manage pieces of work on behalf of the service, ensuring work is progressed, co-ordinated and completed within timescales.

- Any other duties and responsibilities within the range of the salary grade

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Key relationships

| External | Internal |
|---|--|
| Foleshill Women Training World Jewish Relief Coventry Refugee and Migrant Centre | Migration Team Job Shop |

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:

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|-------------------------------------|
| Staff managed by postholder: |
| N/A |

Person specification

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|--|--------|
| Job Evaluation Code | Y5789D |
| Knowledge | |
| <p>Understanding and knowledge of issues affecting Asylum Seekers, Refugees and Migrants</p> <ul style="list-style-type: none"> • Knowledge of funding streams and opportunities available to support Asylum Seekers, Refugees and Migrants • Understanding of the different types of migrants and immigration routes • Basic knowledge of laws and regulations around immigration. • Knowledge of the business of City Council departments and other public services including police, voluntary, community and private sector organisations. • Good understanding of data confidentiality | |
| Skills and Abilities | |
| <p>Able to communicate clearly both verbally and in writing, adapting style to suit the audience</p> <ul style="list-style-type: none"> • Able to develop plans and deliver literacy and numeracy support to Refugee women. • Excellent interpersonal skills including the listening to and establishing empathy with local communities. • Ability to research and identify issues affecting specific local communities. • Ability to develop, organise and deliver events and projects • Able to deal positively with conflict and conflicting community demands, and work to avoid situations escalating. • Able to generate, collate and analyse data and intelligence regarding local needs and make recommendations to service providers • Able to multi-task, work with existing systems and processes and meet deadlines based on project needs. | |
| Experience | |
| <p>Work with a wide range of partners to develop effective and innovative partnerships</p> <ul style="list-style-type: none"> • Building connections and working with migrant communities to understand local need and gather neighbourhood intelligence to influence service provision <p>Building 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</p> | |
| Qualifications | |
| <p>Relevant degree , teaching qualification or equivalent experience desirable</p> <ul style="list-style-type: none"> • Candidate must have good literacy and numeracy skills | |

Special Requirements

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

- Occasionally undertake evening and weekend work

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|---------------------|-----------------------------|----------------------|-----------|
| Date Created | Project Manager (Migration) | Date Reviewed | 27/2/2023 |
|---------------------|-----------------------------|----------------------|-----------|