

Job Description and Person Specification

Programme Officer – British National Overseas (Hong Kong)



Job Description

Job Title	Project Officer – British National Overseas (Hong Kong)
Grade	6
Service	Migration Team
Reports to	Project Manager
Location	Friargate
Job Evaluation Code	D2829D



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:

- Co-ordinate and develop support for Hongkongers who have come to the UK via the British National Overseas, (BNO) Visa route to enable them to settle and integrate successfully into life in Coventry

Main Duties & Key Accountabilities

Core Knowledge

- 1) Develop a project plan that is based on the recommendations and findings of the recent Coventry Hong Kong BNO needs assessment and mapping exercise
- 2) Build on existing and establish new mechanisms to continue to develop up to date intelligence of numbers of HK BNOs settling in Coventry
- 3) Develop and organise the delivery of online sessions on topics identified as useful by the BNO community-these include: Education admissions/ housing rights/ house maintenance/ UK cultural awareness etc
- 4) Work with the Migration ESOL Co-ordinator and the ESOL Co-ordination Group to develop and improve the ESOL offer to HK BNOs in Coventry . Maintain oversight of the DELTA claims to ensure there is no double funding
- 5) Maintain oversight of externally funded employment support for HK BNOs (eh Migrant Help/ Coventry Job shop) and facilitate access to this support
- 6) Work with colleagues within the voluntary sector to develop opportunities for BNOs to meet together as a group and/or to meet and develop contacts with their new communities. This could include access to volunteering opportunities/ organising cultural events / links in to activities in the local community
- 7) Signposting – keep up to date with national and local support available, circulating relevant information via mailing list and website
- 8) Manage the email inbox and the website messages
- 9) Engagement with BN(O)s – Continue to engage with the community to stay up to date around numbers and needs
- 10) Administration and report writing: Complete the quarterly reports to WMSMP as well as any other reports that are requested
- 11) Work with the payments team to ensure that DELTA funding (and any other funding) is claimed in a timely way
- 12) Promote equality of opportunity, inclusion and differentiation in all aspects of the work
- 13) Actively promote Safeguarding, following all policies and procedures to ensure the safety of all learners and other staff and volunteers
- 14) To assist with the preparation for external audits from funding bodies, the Government Internal Audit Agency and other agencies including the collation of evidence (procurement, expenditure, outputs, publicity, etc).
- 15) To assist with the production of evaluation reports for projects and programmes including the collation of client/ partner/ supplier feedback, case studies, performance data and impact evidence.
- 16) To help ensure project records are organised and retained in line with document retention requirements.
- 17) To deputise for other team members when required.
- 18) To undertake 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

Coventry Refugee Centre , St Francis Employability , WMSMP, St Peters , Coventry Chinese Church

Internal

Job Shop , other projects with Migration Team

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:

N/A

Person specification

Job Evaluation Code	D2829D
Knowledge	
Knowledge and understanding of how to overcome the barriers preventing refugees/migrants from accessing work in the UK and the range of approaches that can be applied to support them 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 Knowledge and understanding of the rights, entitlements and immigration status of those arriving via the HK BNO route Knowledge and understanding of the Hong Kong BNO scheme including an understanding of the cultural and political sensitivities involved The ability to enthuse and communicate well with adults from different backgrounds Well developed networking/ partnership working and team work skills including experience of working with volunteers Ability to work flexibly and with positivity and creativity to find solutions in an ever changing and unpredictable environment. Ability to work independently to achieve relevant targets and produce and present effective and concise written reports Ability to travel for the purposes of the job and work flexible hours Commitment to equality and diversity and supporting the rights and aspirations of under represented groups. An ability to work on own initiative including planning and organising work with minimum supervision. An ability to work under pressure including meeting deadlines. Able to demonstrate a commitment to actively promoting Safeguarding policies and procedures to ensure the safety of all learners and staff	
Skills and Abilities	
Fluent written and spoken level in both languages • Able to communicate clearly both verbally and in writing, adapting style to suit the audience.. • 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
• Work with a wide range of partners to develop effective and innovative partnerships • Building connections and working with migrant communities to understand local need and gather neighbourhood intelligence to influence service provision
Qualifications
• Relevant degree or equivalent experience.
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

Date Created	Project Manager (Migration)	Date Reviewed	24/5/2023
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