****JOB DESCRIPTION

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| Job Title | **Homes for Ukraine Project Officer** | Post Number | **HD912T** |
| Grade | Grade 7 | Service Area | Homes for Ukraine |
| Special Conditions  | Includes working outside normal working hours including evening and weekends  DBS check required Ideally be able to travel across the district.  | Additional Benefits | Flexible / agile working  |
| Authorised by | Director of Housing and Communities | Date | February 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | To act as the primary point of contact on a day to day basis for all aspects of the Homes for Ukraine Scheme for Wychavon District Council.To assist in implementing the Councils duties, responsibilities and policies within the Homes for Ukraine Scheme including being the lead officer for numerous projects, updating databases and producing accurate data reports. |
| Responsible for demonstrating commitment to working in line with the Councils' values |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework |
| The postholder works for: | Homes for Ukraine Manager |
| The postholder manages /supervises: | None |

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| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) |
| 1 | To be the lead officer maintaining the Here2Host (Worcestershire County Council) and Foundry (Government) database systems on behalf of Wychavon District Council. To liaise with the Department of Health, Levelling Up and Communities (DHLUC) about the Homes for Ukraine project via Foundry. |
| 2 | To update and maintain accurate records of guest and host payments in accordance with the Homes for Ukraine Scheme. To raise payment requests for the hosts thank you payments. |
| 3 | To be the key point of contact for enquiries about the scheme from hosts, guests, council staff, councillors, community groups, individuals, partner agencies and central government. Provide appropriate support, information, guidance, advice and practical help.  |
| 4 | To promote positive sponsor / guest relationships and provide on-going support including the production of monthly host bulletins and sending out information on a wide range of topics to guests. To organise a programme of events for hosts and guests. |
| 5 | To project manage the work and liaison with community groups; voluntary, statutory and partner organisations to help and support guests with community engagement through a range of interventions. |
| 6 | To manage the Guest Resettlement Support Package and maintain all records associated with this scheme. To produce and update Information Sheets on a wide variety of topics for guests and hosts. |
| 7 | To assist with booking property inspections, welcome payment appointments and welfare checks and visits. |
| 8 | To develop a working knowledge of the Homes for Ukraine Scheme to support the development of plans, strategies and processes to effectively deliver the service. |
| 9 | To maintain a full working knowledge of the Homes for Ukraine databases and associated computer systems, acting as the lead officer ensuring all relevant systems are accurate and updated in line with the Government requirements of the Homes for Ukraine Scheme. |
| 10 | To update and maintain accurate and timely records for all contacts and checks with hosts and guests in accordance with the Homes for Ukraine Scheme. To provide information and data regarding the Scheme on a regular basis including mandatory returns to Worcestershire County Council and the Government. Be alert to, and respond and report safeguarding concerns. |
| 11 | To co-ordinate and support meetings including scheduling dates, preparing agendas, taking minutes and tracking actions. |
| 12 | To attend Council meetings and Host / Guest events as required. |
| 13 | To be responsive to enquiries, ensuring great customer service in line with our Customer Care charter. |
| 14 | To comply with all relevant Health and Safety legislation and to pursue duties in a safe manner with due regard to health and safety of others.  |
| 15 | To carry out such duties commensurate with the grading of the post as may be required by the Communities and Housing Teams. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| Minimum of two ‘A’ levels or equivalent qualifications with a good level of numeracy and literacy skills | E |  |
| Administration / customer service / project management or related qualification  |  | D |

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| Experience | Essential | Desirable |
| Experience in customer service, problem solving and handling difficult situations with sensitivity and tact. | E |  |
| Experience in using Microsoft Window Packages and Database Computer Systems including handling personal data and accurate record keeping. | E |  |
| Previous experience in administration e.g. maintaining records, booking appointments, supporting meetings, report writing, preparing data reports. | E |  |
| A sound understanding of the importance of safeguarding children and adults’ procedures. | E |  |
| An understanding of the context of the Homes for Ukraine Scheme and experiences of guests from Ukraine. | E |  |
| Experience of working with people from diverse backgrounds and / or knowledge of equality and inclusion. | E |  |
| Experience of working with families or children and young people. |  | D |

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| Skills Required | Essential | Desirable |
| Proven co-ordination and organisational skills  | E |  |
| Proven project management skills | E |  |
| Excellent communication skills with the ability to handle complex and difficult situations with sensitivity and tact and communicate effectively with a range of individuals and partners. | E |  |
| An understanding of the importance of confidentiality and sensitivity when working with individuals and the ability to handle confidential information with discretion  | E |  |
| Strong customer focus with the ability to treat customers with respect, adapting own behaviour to communicate with the customer in a way that suits the customer’s needs  | E |  |
| Flexibility to work within different environments and the ability to adapt to changing priorities | E |  |
| Able to encourage the close working of the team and is tactful and diplomatic in all situations | E |  |
| Excellent analytical skills and the ability to handle and manage large quantities of data / information  | E |  |
| Excellent ICT skills and the ability to maintain accurate and timely records | E |  |

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| Behaviours | Essential | Desirable |
| Planning and prioritising own workload to meet deadlines | E |  |
| Ability to work as a team player and independently | E |  |
| Ability to communicate clearly and adapt style to suit the audience | E |  |
| Ability to travel to locations throughout the district and work outside office hours  | E |  |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.