



Job Title:	Programme Co-ordinator – EU Settled Status
Responsible to:	Chief Executive
Responsible for:	Trainer – EU Settled Status
Salary:	£32,000 - 35,000 per annum + 6% pension
Hours:	36 hours per week
Holiday:	25 days plus bank holidays pro rata
Based at:	Laurels Healthy Living Centre
Contract:	Fixed term till 31 March 2020
Start Date:	Immediate

Purpose of Job:

To ensure a flexible engagement and a casework approach delivered by a range of community organisations delivering practical support to vulnerable or at-risk EU citizens and their family members to help them make their EU Settlement Scheme (EUSS) application.

In particular, you will be responsible for:

1. Supporting the Project Steering Group by providing regular reports and ensuring all operational activities of the EU Settlement Scheme application service are delivered effectively in line with contractual requirements and relevant standards set by the Office of the Immigration Services Commissioner (OISC).
2. Building and developing an effective Triage process to ensure flexible and effective practical support is provided to vulnerable and at-risk residents by a range of community organisations.
3. Providing line management to staff and support for sub-contractors to ensure performance targets are met.
4. Developing and sharing communications materials, gathering insight from unregistered EU citizens, to better understand their motivations and better target the programme's approach.
5. Ensuring that the programme links appropriately with other support including national or regional schemes targeting specific communities, such as Roma or rough sleepers, plus the Council-run Digital Assistance scheme.

Principal Tasks

Service and project delivery

1. To provide regular reports to the Project Steering Group and the Home Office to ensure all operational activities of the EU Settlement Scheme (EUSS) application project are delivered.
2. To be the main point of contact for the programme and develop an effective triage process to ensure flexible and effective practical support is provided to vulnerable and at-risk residents by a range of community organisations.
3. To build effective relationships with contractors and monitor delivery to ensure distribution of funding to community organisations taking account of emerging evidence of need, take up and success rates of EUSS applications. This includes ensuring that contractual requirements and relevant standards set by the Office of the Immigration Services Commissioner (OISC).
4. To develop successful awareness raising campaigns and public workshops to inform residents and organisations about the EU Settlement Scheme and application, targeting neighbourhoods with high levels of target groups. These will include schools, children's centres, Jobcentre Plus, customer service centres, faith groups and other community hubs.
5. To provide line management to staff and support for sub-contractors in relation to the EUSS registration process, supporting them with difficult cases and providing information on wider support available to ensure performance targets are met.
6. To develop and share communications materials, gathering insight from unregistered EU citizens, to better understand their motivations and better target the service's approach.
7. To ensure that that the service links appropriately with other support including national or regional schemes targeting specific communities, such as Roma or rough sleepers, plus the Council-run Digital Assistance scheme.

Community involvement

8. To ensure a coordinated and flexible and builds on the existing strong relationships, language skills and engagement expertise among Haringey's diverse VCS networks.

Partnership working

9. To take opportunities to develop delivery partnerships including developing and maintaining effective working relationships with local residents, Trust service users, local representatives, voluntary and community groups, statutory and public sector organisations, businesses and funding bodies.

Communications and marketing

10. To lead on the preparation of marketing materials and reports on the EUSS programme including case studies, good news stories.

Team working

11. To promote a positive team environment and work well as part of the Trust staff team to co-ordinate activities and resources in order to meet Trust charitable purpose.

Customer care

12. To be responsible for promoting high levels of customer care within your own areas of work.

Equality

13. To understand, promote and implement the Trust's equality policy, recognising social and cultural diversity in the delivery of services, contract management and staff/volunteer recruitment and management.

General

14. To comply with the statutory provisions of all Health and Safety, Immigration Advice and other relevant legislations, Data Protection, Safeguarding and all Trust policies and procedures including commitment to ethical and environmentally sustainable practices.
15. To be able to work flexible hours to meet community needs including working some evenings and weekends.
16. To undertake appropriate training as and when required.
17. To recognise that the principal place of work is as stated in the Job Description – however, the Trust has a main office at the Laurels Healthy Living Centre and other community venues which you may need to cover as required.
18. To recognise that the above-mentioned responsibilities are neither exclusive nor exhaustive and the post holder may be required to carry out other duties commensurate with the grade of the post.

Person Specification – Programme Co-ordinator

Qualifications

	Criteria	E	D	Assessment
a	Graduate or equivalent level	X		AF
b	Nationally recognised qualification in immigration advice, project management, training or coaching		X	AF
c	Evidence of continuous professional development.	X		AF

Experience

	Criteria	E	D	Assessment
d	Experience of managing, supporting and developing a team within a front-line service setting.	X		AF/Interviews
e	Experience of planning, organising and running community facing engagement activities - eg. outreach, events and workshops.	X		AF/Test/ Interviews
f	Track record of building productive relationships with a diverse range of partner organisations and stakeholders at all levels.	X		AF/Interviews
g	Experience of preparing reports including impact, outcome and financial information.	X		Interviews

Skills, Knowledge and Abilities

	Criteria	E	D	Assessment
h	Knowledge of the statutory and policy framework surrounding migrants and knowledge of immigration policies.	X		AF/Interviews
i	Excellent team working skills and ability to work on own initiative.	X		Interviews
j	An understanding of the needs of migrant communities and in particular of those who are vulnerable or at risk of additional barriers.	X		Interviews

k	Ability to plan, organise and prioritise work to meet tight deadlines.	X		Interviews
l	Ability to lead, manage and motivate others.	X		Interviews
m	Ability to prepare and present written reports, and to communicate information effectively, both verbally and in writing, to users and other workers.	X		Interviews
n	Good knowledge and understanding of relevant key legal/policy areas including: safeguarding policies and legislation, risk management, equal opportunities.	X		AF/Interviews
o	Proficient in the use of Information Communications Technology including MS Office, Websites, Blogs, Twitter, Facebook and databases. Adaptive and able to pick up new technologies.	X		AF/Interviews
p	Readiness to work flexibly, recognising the need to work evenings and some weekends	X		Interviews
q	Ability to speak one or more EU languages in addition to English.		X	AF

Other requirements

r	Criteria	E	D	Assessment
s	Willingness to undergo enhanced CRB/DBS Disclosure	X		AF

Note:

E = Essential

D = Desirable

AF = Application Form/Supporting Statement