



Job Profile

JOB TITLE:	Resettlement Support Officer
GRADE:	SC 6
POST NO:	
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Resettlement
SERVICE:	Homes & Communities

REPORTING STRUCTURE

Reports to:	Resettlement Team Leader
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

The Resettlement Support Officer will deliver high-quality administrative and operational support across all resettlement schemes, including Afghan Resettlement Programmes, Homes for Ukraine, Asylum Dispersal, newly arrived British Citizens and other Home Office-led humanitarian initiatives.

The post holder will work closely with the Resettlement Support Team Leader and the wider team to ensure displaced individuals and families are supported to settle successfully in Hillingdon.

The role will involve:

- Support a varied caseload of resettlement cases, including working with a variety of stakeholders to ensure arrival into Hillingdon is a positive experience.
- Liaising with residents, partner agencies, and internal departments to ensure smooth service delivery.
- Maintaining accurate records to meet Government funding and council reporting requirements.
- Providing support to the wider team, including off-site assistance with Welcome Centre set-ups for new arrivals and any other duties appropriate to the role.

This post will embed the Council's "Putting Our Residents First" approach, ensuring displaced individuals and families are supported to settle successfully in Hillingdon.

A. JOB DESCRIPTION

1. Customer Management / Care

- Deliver a professional, resident-focused service in line with the Council's Customer Care Standards.
- Act as the first point of contact for residents, partner agencies, and internal stakeholders, resolving enquiries promptly.
- Provide empathetic, clear, and culturally sensitive communication to residents from diverse backgrounds.

2. Operational & Administrative Duties

- Supporting new arrivals alongside stakeholders, enabling clients to access housing, benefits, education, health care, and community integration opportunities.
- Prepare and maintain accurate case records, reports, and statistical returns in accordance with Home Office and council requirements.
- Monitor and track progress of individual cases against service targets and funding requirements.
- Support with budget tracking and finance administration tasks as delegated by the Team Leader.
- Escalate complex cases, safeguarding concerns, or potential service delivery risks to the Team Leader.

3. Wider Team Support

- Provide flexible support to colleagues during peak workloads or urgent arrivals.
- Attend off-site locations, including Welcome Centres, to assist in preparing facilities and delivering services to new cohorts.
- Undertake other reasonable duties consistent with the role, including cross-cover within the Resettlement Team.

4. Continuous Improvement

- Contribute to service improvement initiatives and adapt to changes in Home Office guidance or council policy.
- Share good practice and support colleagues through collaborative working.

5. Contacts

- **Internal:** Housing, Social Care, Finance, Education, Public Health, and other council services.
- **External:** Home Office, Ministry of Housing, Communities and Local Government (MHGLC), health providers, schools, voluntary sector organisations, and other local authorities.

KEY PERFORMANCE INDICATORS

- Timely and accurate case recording, reporting, and data returns.
- Delivery of agreed service and performance targets within the PADA framework.
- Positive feedback from residents, partners, and stakeholders.
- Evidence of effective teamwork and contribution to service delivery.

B. Person Specification

Resettlement Support Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
<p>Educated to GCSE – minimum 5 passes including Mathematics and English, or equivalent experience.</p> <p>Evidence of continuous professional development.</p>	✓	✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
<p>Full UK driving licence and access to a vehicle or willing to use the Council pool cars</p> <p>Experience of working on case management systems.</p> <p>Proficiency in Microsoft Office, particularly Excel, including use of formulas.</p> <p>Experience with Power BI for reporting and data visualisation.</p> <p>Prepared to work flexibly, including occasional evening, to meet the needs of the service, working with other teams within Homes & Communities, as and when required.</p> <p>Maintain confidentiality at all times.</p> <p>Commitment to equality, diversity and inclusion</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
<p>Experience of working with vulnerable individuals/families, including those where English is not the first language.</p> <p>Experience in supporting a diverse caseload with varying needs.</p> <p>Ability to respond calmly and professionally to complex or challenging situations.</p> <p>Experience working collaboratively with internal and external partners to solve problems.</p> <p>Understanding of welfare benefits, housing systems, and safeguarding practices.</p> <p>Experience of maintaining accurate records and meeting deadlines.</p> <p>Experience of working on case management systems.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

<p>Strong Microsoft Excel skills, including formulas and data manipulation.</p> <p>Experience with Power BI for reporting and data visualisation.</p>			✓	✓
4. KNOWLEDGE & SKILLS			ESSENTIAL ✓	DESIRABLE ✓
<p>Strong understanding of safeguarding and protecting families from harm.</p> <p>Good organisational skills, with the ability to manage own workload effectively.</p> <p>Excellent interpersonal and communication skills, able to build trust and rapport with diverse communities.</p> <p>Knowledge of challenges faced by resettling adults and families, including cultural and language barriers.</p> <p>Solid understanding of data protection regulations and confidentiality.</p> <p>Proficient IT literacy, including:</p> <p>Microsoft Office (Word, Outlook, PowerPoint)</p> <p>Microsoft Excel – data entry, analysis, and reporting</p> <p>Power BI – creating dashboards and visual reports to support decision-making</p> <p>Case Management Systems – experience in maintaining accurate records and tracking support outcomes</p> <p>Ability to use financial systems, i.e. Oracle</p>			<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	✓
5. COMPETENCIES			ESSENTIAL ✓	DESIRABLE ✓
<p>Respectful</p> <p>Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful.</p> <p>Treats all customers and colleagues with dignity and respect; delivers the Customer Care Promise.</p>			<p>✓</p> <p>✓</p>	

<p>Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs.</p> <p>Demonstrates active listening skills.</p>	<p>✓</p> <p>✓</p>	
<p>Collaborative</p> <p>Adopts a 'One Council' approach to service delivery.</p> <p>Works as part of a team and engages in joint problem-solving.</p> <p>Actively participates in learning activities and applies new knowledge and skills in the workplace.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Efficient</p> <p>Organises workload to meet deadlines; delivers quality outcomes.</p>	<p>✓</p>	
<p>Shows Integrity</p> <p>Aware of Local Government purpose.</p> <p>Acts in the best interests of residents and the council; aware of budgetary and service implications.</p> <p>Escalates decisions where appropriate.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Openness & Honesty</p> <p>Embraces change, learns from mistakes, and remains positive in challenging situations.</p> <p>Willing to try new things, accepts responsibility and learns from own mistakes.</p> <p>Remains open-minded to new ideas.</p> <p>To be open and honest.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	