



Job Profile

JOB TITLE:	Resettlement Support Team Leader
GRADE:	POA
POST NO:	
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Resettlement
SERVICE:	Homes & Communities

REPORTING STRUCTURE

Reports to:	Resettlement Team Manager
Direct Reports:	Up to 5
Indirect Reports:	None

ROLE PURPOSE:

The Resettlement Team Leader will lead, supervise, and coordinate the work of the Resettlement Team in delivering high-quality operational and administrative support for Afghan Resettlement Programmes, Homes for Ukraine, Asylum dispersal, and other Home Office-led humanitarian schemes.

The role will ensure:

- Effective delegation of administrative tasks to meet service priorities.

- Monitoring of service delivery against agreed targets, standards, and funding requirements.
- Accurate and timely data returns and reporting to internal management and external bodies, including the Home Office.
- Rigorous budget monitoring and finance tracking for all programme spending streams and cohorts, ensuring appropriate use of funds in line with financial regulations.
- Completion and submission of accurate fund claims to secure external funding.
- Maintenance and updating of records for all cohorts to ensure compliance and accuracy.

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. People Management

- Lead, supervise, and support a team of up to four officers delivering resettlement services.
- Allocate and delegate work effectively, setting clear priorities, deadlines, and performance expectations.
- Conduct regular one-to-one meetings and performance reviews, identifying training and development needs.
- Support induction and training for new staff, ensuring consistent standards.

2. Customer Management / Care

- Ensure the team delivers a responsive, professional, and resident-focused service in line with the Council’s Customer Care Standards.
- Oversee handling of enquiries from residents, partner agencies, internal stakeholders and the Home Office, ensuring complex matters are resolved promptly.
- Foster a culture of empathy, respect, and clear communication with residents from diverse backgrounds.

3. Operational & Administrative Duties:

- Oversee the preparation and submission of management reports, performance data, and statistical returns.
- Coordinate responses to Home Office and government reporting requirements, ensuring accuracy and timeliness.
- Maintain and update case records, data, and documents accurately and securely.
- Monitor budgets for assigned resettlement schemes, ensuring expenditure is within approved limits.
- Ensure compliance with corporate financial procedures, including procurement, invoicing, and payment authorisation.
- Complete funding claims in line with Home Office deadlines and requirements.
- Identify and escalate any risks of overspend, underspend, or ineligible expenditure.
- Monitor workflow and resources to ensure efficient delivery of administrative outputs.

4. Continuous Improvement

- Review operational processes to identify opportunities for efficiency and improved outcomes.
- Work with the Resettlement Team Manager to implement service improvements and adapt to changes in Home Office guidance.
- Share best practice with colleagues and contribute to cross-team learning.

5. Contacts

- **Internal:** Housing, Social Care, Finance, Education, Public Health, and other council services.
- **External:** Home Office, DLUHC, health providers, schools, voluntary sector organisations, and other local authorities.

6. Additional Responsibilities

- Undertake other reasonable duties consistent with the role.
- Provide operational cover in emergencies or for urgent arrivals under any scheme.

KEY PERFORMANCE INDICATORS

- Delivery of agreed service and performance targets within PADA.
- Timely and accurate completion of Home Office data returns and reports.

- All fund claims submitted on time and in compliance with requirements.
- Budgets monitored effectively, with no unapproved overspends or ineligible expenditure.
- Positive feedback from residents, partners, and funding bodies.

B. Person Specification

Resettlement Support Team Leader

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 (list)	ESSENTIAL ✓	DESIRABLE ✓
Educated to degree level or equivalent in a business-related subject, or equivalent by experience	✓	
A management qualification e.g. ILM, or willingness to work towards		✓
Mathematical or statistical analysis to A level standard or equivalent experience		✓
Evidence of continuous professional development	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Full UK driving licence and access to a vehicle	✓	
Experience of project management or management of a team	✓	
Prepared to work flexibly, including occasional evening and weekends, to meet the needs of the service, working with other teams within Homes & Communities, as and when required.	✓	
Maintain confidentiality at all times.	✓	
Commitment to equality, diversity and inclusion	✓	
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓

Direct experience of managing a team working with individual/families resettling within a community.			✓	
Experience of liaising with vulnerable clients, including clients where English is not their first language.			✓	
Proven ability to manage a team dealing with a diverse caseload with complex needs			✓	
Experience of responding to complex and confrontational situations in a calm and professional manner.			✓	
Experience of working to tight deadlines to achieve SMART objectives.			✓	
Experience of working with other departments and people to solve problems and create solutions.			✓	
A good understanding of welfare benefits, housing systems and safeguarding practices			✓	
Managing and delivering a customer focused services which is tailored to the needs of individuals.			✓	
Proven sound judgment with a positive respect for confidentiality and diversity.			✓	
Proven ability to proactively develop effective working relationships with colleagues, partners, and other stakeholders, understanding their needs and concerns.			✓	
Experience of dealing sensitively with members of the public in a variety of situations			✓	
Experience of managing high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines.			✓	
4. KNOWLEDGE & SKILLS			ESSENTIAL ✓	DESIRABLE ✓
To have a clear understanding of safeguarding and protecting families from risk and harm			✓	
Good self-organisational skills, able to work independently and as part of a team.			✓	
Excellent interpersonal and communication skills, with the ability to build trust and rapport with clients from diverse backgrounds			✓	
A good understanding of the challenges faced by resettling adults and families, including cultural and language barriers				

<p>A good understanding of relevant legislation, including Homeless Reduction Act, immigration and asylum policies,</p> <p>To have a clear understanding of the data protection regulations</p> <p>Able to be persistent, creative, and tenacious in engaging with adults, children, young people and families who present challenging behaviour and may be resistant to change.</p> <p>Demonstrable knowledge of how to work effectively with other professionals and service providers in a multi-agency environment.</p> <p>Comprehensive knowledge and ability to use Microsoft office packages to keep clear, written, and electronic records and provide monitoring information as required to a high standard.</p> <p>Good time management skills with the ability to appropriately prioritise and plan own work.</p> <p>Knowledge of management health and safety responsibilities</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 according to their individual needs.</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, shows compassion and takes ownership.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Collaborative</p> <p>Adopts a 'One Council' approach to service delivery.</p> <p>Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions.</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>Gives clear information about service standards and timescales.</p>	<p>✓</p> <p>✓</p>	

Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).	✓	
Solution focused, challenges existing practices and suggests new ways of doing things.	✓	
Shows Integrity	✓	
Aware of Local Government purpose.	✓	
Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
Openness & Honesty	✓	
Willing to try new things, accepts responsibility and learns from own mistakes.	✓	
Remains positive and engages with change and service improvement.	✓	
Remains open-minded to new ideas.	✓	
To be open and honest.	✓	