

## **Job Profile**

**Job Title: Refugee Communities Operations Manager (Asylum seeker lead)**

**Job Grade: Level 5, Zone 1**

**Salary Range: £49,930 - £57,543**

### **About Camden**

Camden is building a place everyone can thrive, by making our borough the best place to live, work, study and visit. We are not just home to a dynamic and thriving economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help make a better future for us all.

### **About the role**

Camden Refugee Communities is a team that is leading the Council wide response to refugee and asylum seeker populations arriving in or residing in the borough. These include Afghan and Ukrainian refugees who have arrived since autumn 2021 and asylum seekers arriving in the UK, who have fled war persecution or human rights abuse.

This is a high-profile operational role that will deliver multiple outcomes for refugees who are arriving in or being accommodated in the borough. The post holder will work across complex environments to ensure that positive outcomes are achieved, in multi-agency settings, while developing and embedding sustainable longer term offers for refugees in Camden.

The Refugee Programme Operations Manager will provide dedicated and flexible operational management on high-profile initiatives that require a strong degree of ownership and resolve. The role will develop constructive and influential relationships across the organisation to enable delivery and build new solutions. The role will be offering experience, expertise and insight, and an ability to solve complex problems with others, while adapting a "test and learn" approach to new ideas and initiatives. The role will be using a matrix management style to work across teams and resources internally, along with Government and Public Sector agencies and with VCS partners. The role will manage or oversee a small team of up to 6 people to deliver the objectives of the role.

The role will be required to be creative and flexible to the needs of Refugee Communities in the borough. The principal refugee communities being supported include Ukrainian, Afghan, Syrian as well as asylum seekers of various nationalities. The role will

adapt to new and emerging issues in respect to these different cohorts, as resources allow, commensurate with a Level 5 position within the Council. This may include mobilisation of a welcome presence in the event of a new or escalating refugee crisis.

The role will offer specific expertise, experience and insight in respect to individuals and households who have been placed in short term accommodation in Camden by the Home Office, having entered the UK seeking asylum. This includes knowledge of systems, processes and support networks pertaining to the accommodation and support of asylum seekers. The operations manager (asylum seekers) will be instrumental in improving outcomes for this cohort and will play an important galvanising and coordinating role across the relevant workstreams.

**About you (specifics):**

- You will Manage the systems which underpin delivery which may include Foundry, Liferay, DELTA and the asylum seekers information portal, ensuring workflows, payments and accuracy are maintained, new processes are developed at need and local system alignment prioritised.
- You will lead or support the maximisation of grant income by preparing and submitting numerical and financial data, working collaboratively with a data analyst and colleagues across the Council.
- You will collaborate across Council teams and services to deliver or promote initiatives which enable refugee communities to access resettlement options, employment and training support, financial security, social care and safeguarding interventions.
- You will provide empowering team leadership, modelling the behaviours required to deliver outcomes and encouraging professional growth.
- You will provide or facilitate training to new team members to support the delivery outcomes and help their professional development.
- You will be adept at communicating to a range of audiences across the Council and externally, utilising clear consistent written and verbal narratives, report writing and developing web content, reflecting your expertise.
- You will represent the Refugee Programme and the Council at internal and external forums and be adept at stakeholder engagement.
- You will be adept at engaging with the communities of Camden and our VCS partners to increase the options available for refugees in Camden.

**People management responsibilities**

The post will provide line management for up to 6 Refugee Communities Support Officers or Refugee Communities project officers.

**Work environment**

The post holder may be required to work with a variety of teams and workplaces and be present in Council workplaces for up to 3 days a week or as agreed with your line manager.

**Relationships**

The Operations Manager will report directly to the Strategic Lead Refugee Communities within the Equalities and Community Strength Directorate.

**Over to you**

We're ready to welcome your ideas, your views, and your can-do spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,