

## **Job Profile: Ukrainian Refugee Welcome Centre Manager**

**Job Title: Ukrainian Refugee Welcome Centre Manager**

**Job Grade: Level 4 Zone 2**

**Salary Range: £42,687 - £49,515**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing 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 decide a better future for us all.

The post-holder will play an important role in overseeing the delivery of the Camden Ukrainian Refugee Welcome Centre which was established in March 2022 to support refugees arriving in the UK via St Pancras Station (via Eurostar trains). The delivery of the welcome centre aligns with Camden Council's commitment towards tackling injustice and inequality and the development of strong and open communities where everyone is able to contribute.

### **About the role**

The Welcome Centre manager will oversee the management of all of the operational aspects of the Welcome Centre reporting directly to the Emergency Management and Resilience Manager. The post-holder will work alongside the cohort of four Welcome Centre Managers to oversee the delivery of the 7-day per week triage service delivered via the Welcome Centre located in St Pancras Station.

The post-holder will line manage the employees assigned to the welcome centre and will liaise extensively with a wide range of internal services, external Council partners and voluntary and community organisations in order to maintain high quality support for Ukrainian refugees arriving the governments 'Homes for Ukraine' scheme and the UK Family visa scheme. The Welcome Centre Managers also play a central role in helping to connect refugees with family members and refugee sponsors already in the UK, the data captured by the Welcome centre also plays an important role in helping to 'match' refugees with Camden residents who have enrolled on the governments Homes for Ukraine scheme – particularly in instances where residents have indicated that they can house refugees for six months.

### **About you**

Welcome centre managers will need to demonstrate the following skills and experience.

- Demonstrable passion for delivering high quality customer-centred services, with an emphasis on providing trauma informed approach to refugees often in extremely challenging circumstances.

- Experience of delivering front line services in a similar public/private sector environment (front-line customer service/engagement focused role)
- Ability to co-ordinate and develop the delivery of a complex front-line service in a challenging and pressurised environment
- Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.
- Experience or understanding of managing sensitive intelligence and information securely.
- A high degree of political awareness, including experience of working with publicly elected representatives
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives
- Strong performance management expertise and proven ability to identify and deliver major service improvements and adapt plans in response to ongoing change.

#### **Work Environment:**

- Based in our offices at 5 Pancras Square but with the requirement to do regular shift work at the URWC at St Pancras.
- The post holder will also be required to do some evening and weekend shifts, potentially finishing as late as midnight.
- The post holder will be expected to work independently and with minimal supervision and will be seen to apply sound judgement and a commitment to delivering excellence and a high-quality service to Ukrainian Refugees.
- The post holder is required to work in a busy and demanding environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

#### **People Management Responsibilities:**

The post-holder will be required to line manage a cohort of 5-6 Welcome Centre operatives and volunteers assigned to the welcome centre via a range of community organisations. Welcome centre managers are also required to take the lead managerial role with regard to the delivery of operational shifts as part of the 7-day service model (welcome centre operates between 8am and 11.30pm Monday – Sunday).

#### **Relationships:**

Reports to the Resilience and Public Security Manager.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

### **Is this role Politically Restricted?**

This post is not politically restricted; however Welcome Centre Managers need to be mindful of the high profile nature of the role and the high degree of local and national press interest in the Camden Ukrainian refugee welcome centre.

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **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,