



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Integration and Resettlement Team Manager
Grade	8
Directorate	Place
Service	Community Services

Criteria

Experience		
Two years of experience of working with refugees, asylum seekers and/or other displaced people or equivalent experience working with vulnerable service users with complex needs.	A/I	E
Experience of managing a team- offering supervision and support to team members.	A/I	D
Experience of directly working in support and/or advice roles and in supervising others who undertake those roles.	A/I	E
Experience of Safeguarding vulnerable service users and managing emerging risks dynamically.	A/I	E
Experience of working professionally in partnership with other services that we will refer to both internally within WBC and externally- advice and advocacy services as an example.	A/I	E
Experience of working with case management systems and the ability to extract high level or management information from systems	A/I	E
Experience of supporting staff who are responsible for assessing the needs of clients to ensure that individual plans are appropriate, goal orientated and time limited, managing team caseloads and allocations.	A/I	E

Skills and Abilities		
Ability to act as a single point of expertise for WBC teams and partner organisations in relation to all resettlement schemes	A/I	E
Ability to read, understand, summarise and disseminate policy and legislative information across WBC and partner agencies.	A/I	E
Ability to promote proactive and reactive information flow to ensure all relevant parties are appraised of changes to policy and legislation	A/I	E
Ability to produce appropriate reports and briefings with specific target audiences in mind. As an example, briefing papers to SLT (Senior Leadership Team, Exec Board Members), partnership updates at multi-agency forums	A/I	E
Ability to input, understand and interpret data and information to support informed decision making and to ensure that all relevant information (including caseload information) is kept up to date and relevant.	A/I	E
Ability to work professionally with internal WBC Teams such as Benefits and Exchequer services to ensure schemes are administered in line with guidelines, recommendations and within WBC policies and procedures.	A/I	E
Ability to manage a professional service within a complex and emotive external environment to vulnerable and/or complex clients.	A/I	E
Ability to support frontline staff and volunteers in delivering a professional and responsive services within specific boundaries within a complex and emotive area.	A/I	E
Ability to manage 3 rd party providers (VCSE partners) and volunteers to deliver specific and identified programmes of work to support the wider integration and resettlement agenda.	A/I	E
To manage identified service budgets to ensure value for money and adherence to the terms of grant conditions or funding streams.	A/I	E
Demonstrable communication, networking, and interpersonal skills- the ability to be empathic, listen and be reflective.	A/I	E
Highly developed interpersonal skills including strong negotiating, advising, guiding, persuasive and also advocacy skills	A/1	E
Effective presentation skills. As an example, the ability to deliver training events and information sessions	I	E
Demonstrable organisational skills- the ability to effectively chair a meeting, organise meetings, keep action logs and attend multiple meetings both in person and virtually.	A/I	E
Demonstrable cultural competency and intercultural skills.	A/I	E
Critical thinking and problem-solving skills	A/I	E
Time management skills – needing to respond to sometimes unpredictable deadlines, interruptions and conflicting demands	A/I	E

Ability to work under pressure in a fast-paced work environment	A/I	E
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Education, Qualifications and Knowledge		
Higher level degree in a relevant field, such as business administration or management or in an equivalent field	C	E
Certification in leadership, project management or other relevant areas appropriate to the role	C	D
Evidence of continuous professional development	C	E

Other Requirements		
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	A/I	E
DBS Clearance	A/I	E
Ability to travel within the Borough	A/I	E
Ability to work flexibly across multiple locations and occasionally work during the evenings and weekends	A/I	E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key

A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Abby Jones
Role	Wellbeing Services Manager
Date	10.09.2025