

JOB DESCRIPTION

Job Title	Service Manager – Displaced People		
Directorate	Community Place & Economy		
Reporting to	Service Director – Housing		
Grade	7		
Evaluation Ref.	NOM0447	Job Family Ref.	
Role Purpose			
<p>Lead refugee resettlement programmes (including United Kingdom Resettlement Scheme (UKRS) and Vulnerable Persons Resettlement Scheme (VPRS), Afghan resettlement and the Homes for Ukraine programme).</p> <p>Lead the provision of support for asylum seekers, internally within Somerset Council and external partners, to ensure people's outcomes are met through the most sustainable and innovative models of advice, support and services.</p> <p>Ensure the Council meets its statutory responsibilities in relation to the programme of work.</p>			
Responsibilities			
<p>Has the responsibility to ensure there are a suitable range of services in Somerset that offer good quality services attractive to users and at affordable prices (which meet statutory requirements, national evidence and local needs). Ensure services are based on evidence and customer feedback and orientated to serving the customer/service user and helping them to achieve their desired outcomes.</p> <p>Lead service planning and delivery processes for the programme. Ensuring adherence across the programmes.</p> <p>Identify and evaluate risks and issues associated with programme activities, gather and process relevant information, working across disciplines and organisational boundaries and connecting strategic risks and issues and bringing mitigation / resolution outside of service boundaries.</p> <p>Service planning and delivery will need to be flexible to meet the changing demands, both nationally and locally for the programmes sitting within this role. Timelines for development and delivery may be tight at times and may need adaptations to be considered, developed and implemented at pace.</p> <p>To provide overall direction and leadership for the delivery and implementation of the programmes. This role needs to determine and support the strategic direction of both Somerset Council and partner agencies.</p> <p>Programme management and leadership skills which can call upon the relevant subject matter experts e.g. public health, NHS, social care, housing, transport. An expert in leading complex multi-agency programmes to support complex population groups.</p>			

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Ensure that programme activities comply with all relevant legislation, guidance and professional standards.

Demonstrate that they can manage the budget within a financial envelope. The call upon the budget will be varied with the money being spent through colleagues within other parts of the council, other public sector bodies and through contractual arrangements. Good financial planning and implementation is essential within this role.

Create monitor and review frameworks of performance measures and quality standards for the programme.

Lead the production of and appropriately deliver professional high quality reports and verbal presentations to a wide variety of audiences including senior management, Executive, Overview and Scrutiny, SLT, the Integrated Care Board and other partner organisations.

Operational performance reports to Department of Levelling Up Housing and Communities (DULUC).

Manage and motivate the Programme Team to ensure skills and capacity are in place to deliver the Programme. This includes a service manager and beneath them a team of health promotion managers, senior business and change officers and a wider team of business support and other officers.

Commission services and projects across Somerset Council, Health, Voluntary Sector and other public bodies ensuring appropriate governance is in place. Develop appropriate contracts, partnership agreements and service level agreements, ensure these are in place and that agreed outcomes are achieved through contract management.

The ability to problem solve is key to success in this role. It requires fast paced thinking and delivery on tight timelines with frequently changing guidance. The responsibility for delivery of key elements of the programme will sit in a number of different places in the system e.g. education, housing, transport, access to health services. This means problem solving is a critical skill required within this role.

Lead the Initiation, facilitation and shaping of dialogue across a wide range of stakeholders to ensure that adequate services and support are available to support the local population, both internal and external and high-level partners, including housing, health, criminal justice and central Government departments to gain support for the programme and to solicit buy in and input to the programme to ensure success. This is likely to involve working with and influencing key stakeholders to review and change current approaches and agree new courses of action.

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Recruit, review the performance of and ensure the development of individual professional and other team members.

Directing, instructing and advising line and matrix managing staff at lower grades. The professional and skills development of lower grade staff in this programme is vital to deliver continuous improvement of their team and its service outcomes. This requires skilled communication to ensure the continuing commitment and motivation of staff.

Funding for this post is drawn from the funding for the refugee and asylum seekers programmes. The postholder has responsibility for ensuring that this budget is spent effectively to support programme delivery. There are several budget lines associated with each refugee / asylum seeker / displaced persons programmes. The budget for each of these programmes is distinct. The Homes for Ukraine programme will include a budget of at least £7m. Other refugee resettlement programmes will amount to several million. Funding for work to support asylum seekers and other displaced people is not yet known. Overall budget responsibility will be over £10m.

Lead on the development and implementation of specific government initiatives or legislative changes to ensure the Council meets the national legislative and policy expectations and local demand.

Provide proactive and reactive information, formal committee advice to Elected Members. Develop and maintain strong and positive relationships with Elected Members (administration and opposition) to support development of local services and initiatives and to gain political support for programme delivery.

This postholder is required to be highly effective in managing positive relationships that achieve programme delivery internally and externally.

Impact

The post holder will need to lead the determination of the number of refugees Somerset will support in future resettlement programmes
Under the Asylum Dispersal scheme could be up to 3,000 people
Under Homes for Ukraine currently expecting 1800 refugees

Knowledge

Demonstrable knowledge and understanding of the statutory, policy and strategic commissioning framework within which specialist services operate and their context within local government as a whole.

Essential

X

Desirable

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Good understanding and ability to develop and implement effective performance management and quality assurance frameworks.	X		
Knowledge of citizen participation and experience of working with asset-based approaches to community development.		X	
Experience			
Significant commissioning experience with evidence of experience across the commissioning cycle.	X		
Significant experience of working with commercial, procurement and legal colleagues on complex commissioning and operational issues and the development of solutions.	X		
Demonstrable experience of improving performance and challenging providers.	X		
Significant experience of working successfully with Members and Directors on complex issues and the development of strategic direction.	X		
Track record of operating corporate projects and providing clear advice on policy options and policy development.	X		
Experience of developing and delivering representational and communication activities that successfully deliver key messages to the public and internally.	X		
Demonstrable experience of partnership working, including the ability to influence and, where required, lead multi-agency projects and initiatives with particular reference to standard setting and whole service commissioning.	X		
Experience of managing the implementation of a refugee resettlement programme.		X	
Qualifications / Registrations / Certifications			
Relevant professional qualification.	X		
Evidence of work-related continuing professional/management development.	X		

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Post graduate qualification in a field related to work with displaced people (e.g., international development, disasters and emergency response).		X	
Skills			
Promotes the need for change and acts as a role model for change.	X		
Positive, committed, adaptable, thorough and confident approach.	X		
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	X		
Committed to diversity in service delivery and employment.	X		
Innovative and creative approach to service improvement and value.	X		
Customer and Communities focussed.	X		
Personal Integrity.	X		
Drive and self-motivation - "can do" attitude.	X		
Sound analysis and decision making in dealing with complex service delivery and/or policy development matters.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
<p>Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.</p> <p>Update and advise Elected Members in respect of operational and policy issues in relation to the Housing General Fund Services teams.</p> <p>Lead Housing General Fund teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture and high level of employee engagement and wellbeing.</p> <p>Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.</p>			

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Create, monitor and review frameworks of performance measures and quality standards to be applied in the delivery of services.

Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims and values.

Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.

Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Housing General Fund service teams.

Ensure that Housing General Fund services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities and businesses.

Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Housing General Fund service.

Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services and achieving better outcomes and opportunities for service users and customers.

Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy and professional codes of conduct to uphold standards of best practise.

Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: July 2025