



## JOB DESCRIPTION

<b>POST TITLE:</b>	NRPF Network Training and Support Officer
<b>GRADE:</b>	P03 / P04
<b>SERVICE AREA:</b>	Housing and Adult Social Services
<b>DIVISION / UNIT:</b>	Housing Needs and Strategy / Refugee and Migrant Service
<b>REPORTS TO:</b>	No Recourse to Public Funds Network Manager
<b>MANAGES/SUPERVISES:</b>	None

### PRIMARY JOB FUNCTION

To contribute to the achievement of the NRPF Network's stated aims and objectives through the operation of the NRPF Connect database and the delivery of NRPF Network services. Working with colleagues to communicate the values and successes of the Network, thereby helping local authorities make best use of scarce resources to meet statutory duties towards children and vulnerable adults.

### DUTIES AND RESPONSIBILITIES

#### **NRPF Network core services**

1. Develop an expert understanding of all areas of NRPF service provision in order to contribute to the delivery of NRPF Network training, guidance and email/telephone advice services.
2. Support the NRPF Network Steering Group - providing written updates on service delivery and attending Steering Group meetings.
3. Represent the NRPF Network at regional meetings, support regional leads and organise and coordinate the Greater London meetings.
4. Speak at conferences, meetings and events on behalf of the NRPF Network.
5. Support the NRPF Network Steering Group and Network Colleagues in identifying future priorities and challenges for the service.
6. Provide support and assistance to the NRPF Team in Islington, ensuring that LB Islington benefits from the hosting of the NRPF Network and partnerships gained with the Home Office.
7. Keep abreast of legal and policy developments to ensure knowledge of NRPF service provision and related policy areas is up-to-date.

#### **NRPF Connect database – partnership working with the Home Office**

8. Deliver user support and database training to Local Authority teams and the Home Office in-line with the service requirements of the NRPF Connect Access Agreement.



9. Work with colleagues to ensure that Local Authorities and the Home Office are adhering to the terms of the NRPF Connect Service Level Agreement (SLA).
10. Use data and case examples gained from the database and users to inform service development at the strategic and policy level.
11. Help identify new ways of improving the service, including web-based user support materials and technical development.
12. Work with the Business Support Officer to ensure local authority and Home Office annual licence fees are collected promptly and robust invoicing processes are in place.
13. Support colleagues to undertake quarterly reporting of the data, prepare reports analysing the data and help communicate key findings / trends to stakeholders
14. Increase engagement in the service, including signing-up new authorities and bringing more teams within current authorities on-board.

## **Communications**

15. Provide regular service updates to NRPF Connect users.
16. Raise awareness and understanding of NRPF service provision and challenges at external meetings and via Network publications.
17. Use a variety of communication methods to promote the benefits of using NRPF Connect.
18. Contribute to the wider communications plan for the NRPF Network, ensuring a strategic presence in London through contribution to the work of the Greater London Authority, London Councils and other key stakeholders.

## **Additional:**

19. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
20. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
21. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
22. To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
23. To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.



- 24. To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- 25. To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- 26. At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

## **Linked Grade**

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- 27. Acquire expert knowledge of NRPF service provision to be able to represent the collective views of the NRPF Network independently at high level meetings with external stakeholders, for example, the Home Office, Greater London Authority and London Councils etc, or to speak at conferences and other public events.
- 28. Proven ability to identify and secure new funding and/or income streams; overseeing completion of high-profile projects in addition to duties set-out above.

## **Post holder Declaration**

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<b>Name:</b>	
<b>Signed:</b>	
<b>Date:</b>	




## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your application form how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

<b>Service Area:</b> Housing and Adult Social Services		<b>Division:</b> Housing Needs and Strategy <b>Unit:</b> Refugee and Migrant Service
<b>Post Title:</b> NRPF Network Training and Support Officer		<b>Grade:</b> P03 / P04
<b>REQUIREMENTS</b>		
<b>EDUCATION and EXPERIENCE</b>		<b>A/I/T*</b>
<b>E1</b>	Experience working for frontline services in local government, including provision of statutory support to vulnerable residents; or transferable knowledge, skills and / or experience from a similar role or environment.	<b>A</b>
<b>E2</b>	Experience analysing, interrogating and summarising information including qualitative and quantitative, and expressing this clearly in reports.	<b>A/I</b>
<b>E3</b>	Experience using data and / or research to help implement new systems into the workplace and across multiple teams or service areas.	<b>A/I</b>
<b>E4</b>	Experience explaining complex legislation or concepts in written or oral communications to service users, practitioners or the public.	<b>A</b>
<b>KNOWLEDGE, SKILLS and ABILITY</b>		
<b>E5</b>	Thorough understanding of the policy and legal context of NRPF service provision and the challenges faced by local authorities and the Home Office in this area.	<b>A/I</b>
<b>E6</b>	Ability to work with a diverse range of stakeholders to ensure that the benefits of operating NRPF Connect are realised, both with respect to the effective management of caseloads and efforts to resolve supported cases expediently.	<b>A/I</b>
<b>E7</b>	Excellent IT skills to explain standard technical requirements of operating a database (or similar system) to users; able to extract and manipulate data in excel for strategic value.	<b>A/I</b>
<b>E8</b>	Excellent written and verbal skills; able to develop materials to help put NRPF guidance into practice at the operational level.	<b>A/I</b>
<b>E9</b>	A highly focused approach to achieving and exceeding targets, ability to manage a diverse range of relationships and to be persuasive and tenacious in pursuing such relations even where obstacles are encountered.	<b>A/I</b>
<b>E10</b>	Able to work with colleagues to develop and implement communications plans through different media and methods.	<b>A/I</b>
<b>E11</b>	Ability to design and deliver effective training sessions and workshops for a range of different audiences and working styles; including support in using IT systems effectively.	<b>A/I</b>
<b>LINKED GRADE REQUIREMENTS - PO4</b>		
<b>E12</b>	Application of expert knowledge on NRPF service provision to achieve strategic advantage for the NRPF Network.	<b>A/I</b>



<b>E13</b>	Taking the initiative in securing funding or additional income for the NPRF Network to enable service expansion, technical development or the pursuit of new activities and projects.	<b>A/I</b>
<b>COMMITMENT TO EQUAL OPPORTUNITIES</b>		
<b>E14</b>	Ability to adhere to the Council's Dignity for All policy.	<b>A/I</b>
<b>E15</b>	Ability to demonstrate a commitment to the provision of high quality services within the provisions of the councils Equal Opportunities framework.	<b>A/I</b>
<b>SPECIAL REQUIREMENTS OF THE POST</b>		
<b>E16</b>	Willingness to travel frequently across the UK, including some overnight stays.	<b>A/I</b>
<b>E17</b>	This role will require you to obtain a Standard level satisfactory clearance from the Disclosure and Barring Service (DBS)	
<b>E= Essential</b>		
<b>*Assessed by:    A= Application    I= Interview    T= Test</b>		