

JOB DESCRIPTION



DIRECTORATE	Place and Climate Change
SERVICE	Housing and Strategic Assets
POST NUMBER	TBC
POST TITLE	Resettlement Employability Officer
POST GRADE	Local Salary Scale S6
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Housing Solutions Team Leader
RESPONSIBLE FOR	No Supervisory Responsibility
JOB PURPOSE	The post will play a key role in reducing unemployment and underemployment among resettled households by supporting individuals into meaningful, sustainable employment that reflects their skills, prior experience, and future aspirations. The officer will deliver tailored employment support to households resettled in the Rother District through a range of migration and resettlement schemes—including, but not limited to, UKRS, ARP, ARAP/ACRS, and HFU—helping them access appropriate services, navigate mainstream provision, and build strong community connections. The role will work collaboratively with local stakeholders and in close partnership with voluntary and community sector organisations to ensure a coordinated, holistic approach to integration and economic participation.

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	To assist with integrating migrants into their local community through the resettlement schemes.
2	Conduct confidential one-to-one assessments to identify skills, work history, aspirations, and barriers. Develop bespoke action plans for each household, linking to ESOL, training, job-search activities, and wraparound support.
3	Provide coaching on: CV writing and application support Interview preparation UK job market expectations Digital job-search skills Self-employment or small business start-up guidance
4	Support clients to access and attend appropriate training, volunteering, and work placements.
5	Provide advice/cover on financial stability, welfare benefits, budgeting, childcare, and access to health and education services where these link to employment barriers. Liaise with Resettlement Officers where necessary.
6	Build and maintain strong relationships with local employers, training providers, voluntary sector organisations, Jobcentre Plus, and community groups.
7	Track employment outcomes, progression milestones, and training achievements for reporting and service improvement.
8	Contribute to the ongoing development of a high-quality in-house employability model tailored to resettlement needs.
9	To arrange interpretation and translation (where applicable)
10	To support migrants with information about migrant community organisations and agencies for longer term support and to assist with the integration of refugees into their local community.
11	Maintaining appropriate recording and case management using the Council's housing needs database system.
12	Arrange contractors and complete invoicing (interpreters, ESOL teachers, room hire, creche/nursery costs) to support employment and educational opportunities.
13	Demonstrate cultural sensitivity and awareness when working with families, including an understanding of traditional practices within various religious or faith groups related to gender roles, and adapt communication or approaches to ensure respectful and appropriate engagement.
14	To observe lone working procedures
15	To adhere to all other policies set by the Council including, Confidentiality, Data Protection, Safeguarding Children & Adults
16	Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.
17	To comply with individual responsibilities, in accordance with work role for health and safety in the workplace
18	Ability to undertake some working outside of normal office hours. TOIL (time off in lieu) to be agreed in advance with the Housing Solutions Team Leader
19	This post is subject to a satisfactory Disclosure and Barring Service check

20	Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may be reasonably required.
21	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
22	Co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety Manual
23	To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
Open	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
Outcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
Together	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



POST TITLE	Resettlement Employability Officer		
DIRECTORATE	Place and Climate Change		
SERVICE	Housing and Strategic Assets		
POST GRADE	Local Salary Scale S6		
		Essential	Desirable
Qualifications			
Five GCSEs including English and Maths or equivalent	X		
Good command of spoken and written English	X		
Experience			
Proven experience of working in a casework, employability, support, or advisory role.	X		
Experience of partnership working across statutory and voluntary sectors.	X		
Experience supporting individuals including migrants, refugees, or vulnerable groups			X
Skills and Abilities			
An understanding of the difficulties faced by newly arrived refugees and an ability to adapt service delivery to meet individual families' needs.	X		
Ability to negotiate and communicate clearly and sensitively with statutory agencies on behalf of clients	X		
Ability to communicate complex information to clients who may be traumatised and/or distressed	X		
Excellent listening skills and the ability to empathise as well as establish professional boundaries.	X		
Sensitivity of cultural needs and an ability to work effectively with colleagues (e.g. interpreters), community/faith groups and customers from diverse backgrounds	X		
Strong understanding of challenges faced by resettled and displaced individuals entering the UK labour market.			X
Must have own transport and be able to travel around the District on a daily basis			X
Must be able to be flexible with working hours for occasional evening and weekend working.	X		
Ability to work under pressure and work independently on own initiative.	X		
Ability to take a flexible and creative approach to problem-solving	X		
Knowledge			
Knowledge of employment support practices, including job-search techniques, CV development, and interview preparation.	X		
Knowledge of local government services, structures and working practices	X		

Has appropriate ICT skills including experience in using Microsoft Office products	X	
Knowledge of supporting individuals with professional or high-skill backgrounds into equivalent regulated UK roles.		X

January 2026