

Role profile

Job Title:	Sanctuary Officer	Grade:	10
Department:	Equalities and Engagement	Post no.:	65683
Directorate:	Strategy & Change	Location:	Perceval House

Role reports to:	Sanctuary Lead
Direct reports:	N/A
Indirect reports:	N/A

Job description

Purpose of role

As a Borough of Sanctuary, Ealing is committed to learning from residents with lived-experience, embedding processes to ensure sanctuary residents receive the best support possible and sharing the ethos that of welcome.

The guiding framework is the Sanctuary Strategy which was co-produced with residents and the VCFS and was launched in April 2025. Within the strategy, there is an action plan of 40 commitments agreed to by all directorates in the council to be delivered over the next three years, meaning that no matter where a sanctuary residents enters the organisation, there is a targeted offer of support available.

The Sanctuary Officer will be a key role in programme management, delivering the logistics of the Sanctuary Strategy and partnership working with the Voluntary, Community and Faith Sector (VCFS). It is through this work the council will have greatest impact on improving outcomes for some of the borough's most vulnerable residents and embedding the vision of connected communities.

The postholder help deliver of the action plan meaning they will be a frequent point of contact for internal and external stakeholders, and require a broad range of skills and

knowledge regarding the Sanctuary Strategy, national policy, an ability to organise and relationship building particularly with community partners.

Key accountabilities

- Responsibility for tracking the Sanctuary Strategy Action Plan with a budget of £2.2m including keeping commitments on track both financially and timescale.
- Identifying actual and potential obstacles to delivery of the Action Plan and working with the Assistant Directors and Directors of each directorate to resolve.
- Identifying trends and synergies within the delivery of the Action Plan.
- Demonstrating good judgement to know when to use initiative to resolve issues and when to escalate challenges.
- Liaising with Assistant Directors and Directors to ensure timely updates of the Action Plan including overseeing discussions of funding allocation.
- Oversee payments and invoicing for any sanctuary-related activity with commissioned partners, Ealing Sanctuary Forum Co-Chair and Board Members.
- Coordinate the Drop-In Sessions at asylum hotels including stakeholder management with the Home Office, their contractors, their subcontractors, statutory partners, VCFS and residents.
- Work with the Sanctuary Coordinator to establish and maintain the residents participation group, using sensitive relationship building to ensure representation.
- Prepare Members and Senior Management with briefings on conditions for sanctuary-seekers using data in order to inform policy and decision-making and lead on internal conversations on the purpose, process and impact with officers and councillors.
- Co-lead the annual refresh of the Ealing Sanctuary Forum Delivery Plan to ensure an achievable and resourced plan is agreed and stakeholders feel ownership of the framework.
- Lead on event planning for council engagement and support coordination of ESF events ensuring focus remains on people with lived-experience.
- Administer the Community Fund process while ensuring that people with lived-experience are part of the decision making process and the allocation of funding represents a variety of migration pathways, themes and geographic areas.
- Maintain an up-to-date knowledge of the local impact of national policy.

- Feedback opportunities for service improvement and synergy through a cross-council approach.
- Raise awareness of the principles of sanctuary within the organisation and externally through innovative engagement.
- Build relationships with internal colleagues, voluntary, community and faith sector organisations and statutory partners.
- Produce slide decks and reports to be presented at meetings with internal and external stakeholders.
- Contribute to the maintenance of the new data system.
- Uphold practices that help maintain Borough of Sanctuary status.
- Maximise opportunities to highlight positive outcomes and impact and work with the Comms team to publicise them.
- Demonstrate resilience and sensitivity in dealing with traumatised people and ensure trauma-informed practices are followed.
- Act as an ambassador for sanctuary-seekers and promote inclusion of people with lived-experience, for both internal and external operations.

Key performance indicators

- Timely and on-budget delivery of the Sanctuary Strategy.
- The Sanctuary Oversight dashboard is always up-to-date and accurate
- Resources and payment to the Co-chair and Board positions of the Ealing Sanctuary Forum (ESF) are provided in a timely manner
- The ESF Delivery Plan is clearly communicated to ESF and all members are aware of their responsibilities
- Increase in participation and representation of people with lived experience in ESF and other council processes
- A regular and efficient running of weekly drop-in sessions for asylum hotels and residents participation group
- Support provided to the Sanctuary Lead is consistent and reliable

Key relationships (internal and external)

- Internal: Directors, Assistant Directors, Sanctuary Lead, Resettlement Lead, Sanctuary Coordinator, Sanctuary Oversight Board
- External: Co-Chair of Ealing Sanctuary Forum, Board Members of Ealing Sanctuary Forum, Members of Ealing Sanctuary Forum, Residents Participation Group

Authority level

- Acts as the first port of call for non-operational enquiries from VCFS partners and internal colleagues and escalates where necessary to Sanctuary Lead
- Often leading on engagement events with external stakeholders and responsible for reputational risk

Person specification

Candidates, please address the below criteria in your application and give examples.

Essential knowledge, skills and abilities

1. A genuine compassion for supporting people who have been affected by forced-migration.
2. Strong knowledge on UK migration pathways including asylum, resettlement, Homes for Ukraine, Hong Kond (BNO), no recourse to public funds, Unaccompanied Asylum-Seeking Children.
3. Excellent knowledge and understanding of local government, and voluntary/community sector, the pressures on them, and implications for capacity building.
4. Good knowledge of relevant stakeholders within Ealing.
5. Very good strategic and problem-solving skills with the ability to analyse processes and create innovative improvements and solutions.
6. Ability to anticipate necessary resources and take initiative to provide this.
7. Strong organisational skills, ability to prioritise and work to tight deadlines.
8. Excellent attention to detail and ability to produce documents with minimal input from others.
9. A personal commitment to increasing participation and representation of people with lived-experience of forced migration.
10. Resilient and comfortable with uncertainty, flexible and adaptable to this complex and evolving policy area, using a growth mindset so all opportunities can be developmental.

Essential qualification(s) and experience

1. Undergraduate level (or equivalent) academic qualification or commensurate work experience within a policy environment.
2. Experience of being part of a team that has taken a project from inception to delivery.
3. Experience in working with a range of stakeholders in local government and the VCFS.

Values & Behaviours

Improving life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards