

Role profile

Job Title:	Sanctuary Lead	Grade:	15
Department:	Equalities and Engagement	Post no.:	65682
Directorate:	Strategy & Change	Location:	Perceval House

Role reports to:	Assistant Director for Equalities and Engagement
Direct reports:	Line Manage one Sanctuary Officer, one Sanctuary Co-ordinator, one Fundraiser
Indirect reports:	Three Community Workers

Job description

Purpose of role

The Sanctuary Lead is a dynamic and influential role responsible for driving Ealing's sanctuary agenda through expert programme leadership, stakeholder engagement, and continuous improvement. The Lead will be instrumental in establishing Ealing as a frontrunner in sanctuary work, advocating for inclusion, trust, and measurable impact. As a new role, a key focus for the Sanctuary Lead will be to create and develop service offers and pathways **from scratch** and embrace the opportunity for innovation. The Sanctuary Lead's main focus will include **policy, delivery and engagement and will also require extensive knowledge of statutory responsibilities** and reporting in order to contribute to upholding the highest standards of service.

Spearheading the council's sanctuary initiatives, driving transformative change across the borough for its most vulnerable residents and championing the vision of connected communities. Taking full ownership of sanctuary-related partnership work with the VCFS, the **Lead will ensure maximum impact through strategic oversight of**

the sanctuary strategy and action plan and all related work through decisive coordination, and relentless pursuit of improved outcomes.

Key accountabilities

- **Support the Assistant Director** in embedding sanctuary principles throughout council operations and services ensuring the voices of sanctuary seekers are reflected in decision-making. Provide the Council and Scrutiny committees with professional advice on all aspects of the Sanctuary Solutions services
- **Programme Leadership:** Spearhead the delivery and management of the Sanctuary Strategy, in line with Ealing's corporate priorities and statutory duties. Full strategic and implementation responsibility for the Sanctuary programme, in line with the Housing Service and expectations ensuring provision is of a high quality, value for money and meets the needs of the borough's communities.
- **Collaborative Partnerships:** Build and strengthen relationships with Voluntary, Community, and Faith Sector (VCFS) organisations, internal stakeholders, regional bodies, and central government to foster capacity, resilience, and collective action for sanctuary-seekers.
- **Financial Oversight:** Ensure all functions operate within agreed budgets, contributing to regular financial reports and efficient allocation of resources for the Sanctuary Strategy.
- **Community Fund Development:** Drive improvements in the Community Fund process, ensuring people with lived experience participate in decision-making and funding reflects diverse migration pathways, themes, and localities.
- **Multiagency Coordination:** Facilitate coordination among stakeholders involved in hotel drop-ins, guaranteeing seamless support for sanctuary-seekers. Represent Ealing at local, regional, and national forums, influencing policy and sharing best practice
- **Policy Analysis:** Responsible for monitor and evaluate rapid shifts in national policy, assessing local impacts to inform strategic decisions and service delivery. Represent Ealing at local, regional, and national forums, influencing policy and sharing best practice
- **Staff Management:** Manage staff performance by ensuring individual targets relate to the Council's goals and objectives align with external and internal Performance Indicators and monitor outputs. Provide strong leadership to managers and staff, embedding Ealing's values and fostering a culture of excellence, inclusion, and continuous improvement.
- **Service Synergy:** Lead and Identify opportunities for cross-council collaboration, unlocking efficiencies and service improvements through integrated approaches.
- **Advocacy & Awareness:** Drive and champion sanctuary principles internally and externally, leveraging innovative engagement strategies to raise awareness across the organisation and broader community.

- **Relationship Building:** Cultivate productive partnerships with internal colleagues, VCFS, statutory partners, and external agencies to advance sanctuary work. Represent Ealing at local, regional, and national forums, influencing policy and sharing best practice.
- **Evidence-Based Improvement:** Lead service improvement initiatives through rigorous monitoring and evaluation, ensuring decisions are data-driven and outcomes are measurable.
- **Programme Documentation:** Develop and deliver a comprehensive programme documents and reports, contributing to the evolution of data systems to support sanctuary efforts.
- **Best Practice Identification:** Lead on research and implement best practices from other local authorities, continually enhancing support for sanctuary-seekers throughout the council services.
- **Contract Management:** Oversee contracts for commissioned providers as required, ensuring quality and compliance.
- **Safeguarding** : Ensure the safeguarding of vulnerable adults by implementing and adhering to local authority policies, promptly addressing concerns, collaborating with relevant agencies, and providing training and guidance to the housing solutions team.
- **Health and Safety:** Ensure statutory duties in relation to Health and Safety, data protection and that negotiations with staff and trade unions are conducted in line with statutory duties.

Key performance indicators

- On-track delivery of commitments in Sanctuary Strategy over its three-year lifetime with a total budget of £2.4m.
- Co-chair and Board positions of the Ealing Sanctuary Forum (ESF) are consistently occupied and resourced
- Allocation of funds to VCFS groups representing variety of cohorts, themes and geography through the Community Fund totalling £300,00.
- Annual refresh and implementation of the ESF Delivery Plan and improved capacity within the VCFS through successful support from the Fundraiser role.
- Increase in participation and representation of people with lived experience in ESF and other council processes
- Increase in campaigns and advocacy on behalf of sanctuary residents
- Implementation of weekly drop-in sessions for asylum hotels
- Reduction in number of residents requiring emergency temporary accommodation when exiting asylum hotels

- Effective and streamlined processes and lines of communication both internally and with stakeholders

Key relationships (internal and external)

- Cabinet Member for Thriving Communities, Engagement, Resettlement Lead, Sanctuary Oversight Board
- Strategy and Change colleagues
- Directorates and Services e.g., Housing, Adult Social Care, Children's, Economic Growth, Public Health, Transport,
- Other Directorates who can contribute resources to help deliver the sanctuary action plan and projects.
- Co-Chair of Ealing Sanctuary Forum,
- Board Members of Ealing Sanctuary Forum
- External providers/partners/consultancies/voluntary and community organisations, faith groups
- Local Government networks and employer bodies
- Partners who constitute the Local Strategic Partnership (LSP)
- Citizen Tribunal members
- Counterparts in the West London Alliance
- London Strategic Migration Partnership,
- Policy Officers in London Councils,
- Project Officers at Greater London Authority
- Policy and innovation networks and employer bodies
- Cabinet members
- Backbench Members

Authority level

- Organisation-wide and regional lead for sanctuary.
- Day-to-day matrix working with other services and Heads of Service within the organisation to supervise staff, KPIs and statutory data.

- Regular interactions and briefings with Senior Leadership Team, Cabinet Member and Political Cabinet.
- Responsible for communicating sensitive themes to all Ealing residents.
- To ensure project compliance with corporate and Council procedures, and best practice information and guidance.

Person specification

Candidates, please address all criteria listed. Please give examples

Essential knowledge, skills and abilities

1. Deep commitment to supporting sanctuary-seekers: Demonstrates authentic compassion for individuals affected by forced migration and is personally committed to enhancing the participation and representation of people with lived-experience.
2. Excellent Knowledge in Migration Pathways: Brings in-depth knowledge of UK migration routes—including asylum, resettlement, Homes for Ukraine, Hong Kong (BNO), NRPF, and unaccompanied asylum-seeking children—ensuring strategic and responsive programme implementation.
3. Excellent Knowledge of Local Government and Voluntary/Community Sector Acumen: Possesses comprehensive understanding of local government processes, the voluntary and community sector, and the associated challenges and opportunities for capacity building and partnership working.
4. An ability to build key relationships at senior levels across both the Council and external organisations to support the delivery of improvement activity
5. Strategic Problem-Solving and Innovation: Demonstrates advanced analytical skills, capable of evaluating processes and devising innovative solutions to address complex issues, while maintaining a ‘big picture’ perspective to support community cohesion.
6. Ability and experience to combine diverse and separate challenges and identify potential synergies to create innovative solutions, including creating new pathways and processes and spaces for collaboration.
7. Outstanding Communication and Influence: Exhibits exceptional communication skills—both verbal and written—including the ability to distil complex or technical information into clear, accessible formats for diverse audiences and stakeholders. A confident and approachable influencer, able to tailor messaging for maximum impact.
8. Organisational Excellence and Resilience: Demonstrates strong organisational and prioritisation abilities, effectively managing competing deadlines in a dynamic and evolving policy environment. Embraces a growth mindset and adapts flexibly to change and uncertainty.

Essential qualification(s) and experience

1. Undergraduate level (or equivalent) academic qualification or commensurate work experience within migration policy.
2. Demonstrable experience of leading large scale multi-disciplinary programmes to drive delivery and change.
3. Experience of building and developing strong collaborative partnerships and relationships; foster trust and co-operation among VCFS, colleagues, stakeholders, community leaders, commissioners, and sub-contractors
4. Experience driving the delivery of projects and programmes that enhance support for people seeking sanctuary, lead organisational change, and promote sanctuary principles of welcome, inclusion, and anti-discrimination.
5. Skilled in conducting and presenting both quantitative and qualitative research tailored for a broad audience of stakeholders, with an ability to utilise data to inform and improve sanctuary-related services and policies.

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	• 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

causes or issues				
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