

EU Settlement Scheme Administrator Job Description

Background to and purpose of post:

To provide administrative support to the EUSS team providing an effective and efficient support service for vulnerable EU, EEA and Swiss citizens to help them make their EU Settlement Scheme applications for settled or pre-settled status in the UK by the deadline of 30th June 2021. The service includes managing the provision of advice, information and digital support via telephone and digital channels.

Service Delivery

To initiate a 1-month follow up contact programme with service-users to gather data for reporting and on-going service development and will include

- Whether an application was made;
- Was the application successful;
- Understanding of the support they have received;
- Satisfaction with the service they received.
- To ensure accurate and timely recording of data.

Correspondence, reports and other documents

- Produce letters, documents and reports as required.
- Maintain statistics and collate and produce to a prescribed format.
- Produce information from spreadsheets and databases.

Administration

- Use photocopier and other office machines as appropriate.
- Create and maintain filing systems in accordance with organisation systems and procedures.
- Maintain and order stationery supplies.
- Minute meetings as and when required

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant administrative and support duties as required.