

Refugee Support Devon
Job Description (August 2021)



Job Title: Interim Manager

Accountable to: Board of Directors (Trustees)
Hours: 28 hours per week. (FTE is 35 hours)
Salary: NJC salary scale PO1: £31,346 - £33,782 p.a. depending on experience, FTE pro rata to 28 hours a week,
Contract: 6 months, with possibility of extension
Location: Based at Refugee Support Devon offices, Exeter Community Centre, 17 St David's Hill, Exeter EX4 3RG
Employer: Refugee Support (Devon) Ltd. Charity Registration number: 1143884, Company number: 7731995

Context

Refugee Support Devon (RSD) provides support and advice to asylum seekers and refugees in Devon. We are recruiting a temporary manager to cover the work of the regular manager who is taking leave of absence until 31st March 2022. Although this is a fixed-term contract, there may be a possibility of extension beyond this period.

RSD maintains a number of projects which offer services to refugees and asylum seekers in our catchment area and is staffed by two full-time and five part-time workers, including the manager.

1. We run a general drop-in assistance and referral service from our Exeter office on two days a week, staffed by a case worker and volunteers. This incorporates immigration advice to Level 2 OISC (Office of the Immigration Services Commissioner).
2. RSD has been contracted by Devon County Council since 2016 to deliver the Vulnerable Persons Resettlement Scheme (VPRS) through which it has supported more than 30 families, mostly from Syria, to resettle in the county. We currently employ two full-time resettlement workers as well as volunteers with this project which also has its own drop-in programme on two days a week.
3. Through our Education and Employability Project we provide six ESOL (English to Speakers of Other Languages) classes per week as well as one-to-one ESOL tuition and support to be employment-ready. The ESOL Project Co-ordinator supports over 30 volunteers to provide this service.
4. Our other projects include:
 - A women's group which brings women together once a month to explore themes of interest
 - An allotment run by volunteers and service users producing fresh food to give to refugee families
 - Talks to external groups and schools and awareness-raising events.

All of our activities are supported and strengthened by the additional work of volunteers. Currently there are around 80 volunteers working with us.

We rely mainly on grant funding to cover the costs of our work and have a responsibility to achieve pre-agreed outcomes mainly around safe and independent integration of our clients.

Job Purpose

As the Interim Manager you will be responsible for ensuring that RSD's projects are developed, delivered and managed effectively. As well as leading and motivating the staff team and volunteers to work effectively and to ensure the organisation is responsive to the needs of our clients, you'll be responsible for ensuring targets agreed with our funders are met and reported.

Programme Management

- Oversee all of RSD's projects
- Ensure the services have the staff, volunteers and resources needed
- Ensure that activities are accurately recorded by service delivery staff and that outcomes are captured and reported appropriately in line with funder requirements
- Take overall lead on monitoring and evaluation of projects and submitting reports to key funders
- Record progress on the annual Operating Plan and produce bi-monthly reports to the Board of Directors
- Understand service quality and safety and make changes to improve project delivery
- Understand project funding and funder requirements, and ensure that project budgets are adhered to

Line Management

- Support staff to develop and maintain individual work plans within each project in relation to agreed outcomes
- Hold regular supervision meetings with staff to ensure they are working to agreed standards and achieving the outcomes set out in work plans
- Hold weekly staff meetings to support team work and good working practices
- Ensure all policies and procedures, including our Code of Conduct, Health and Safety, Data Protection, Confidentiality, and Equal Opportunities, are adhered to by staff and volunteers in all our activities

Networking & Partnership Development

- Attend external meetings when required to represent the views of RSD and feed information back to the team

Key supporting tasks

- Provide management of the office and its functions in liaison with the administrative staff
- Liaise with Exeter Community Centre staff regarding tenancy issues
- Together with other staff, coordinate recruitment, induction and training of volunteers
- Record all annual leave and sick leave for staff
- Provide occasional support and advice to service users
- Ensure statistical and other impact data is reported according to schedule
- Contribute to the annual review of services
- Contribute to the development, maintenance and control of budgets for all aspects of RSD's work and assist the Treasurer with budget updates
- Together with Directors and other staff, contribute to the development of funding applications
- Develop and manage working relationships with external organisations as identified by yourself, the staff team and Directors
- Liaise with staff at Devon County Council regarding delivery of the VPRS
- Liaise with the Board of Directors as necessary and attend bi-monthly board meetings

With the support of the Board of Directors, the post holder will be expected to manage their own workload and prioritise between short and long-term goals.

S/he will be expected to observe and comply with Refugee Support Devon's policies and procedures and continually promote equality and inclusion, and client care in compliance with organisational aims and objectives.

The post holder is also expected to undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation. This job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Equal Opportunities Statement

As part of its recruitment policy, Refugee Support Devon intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, sexual orientation, class, disability, age, religious belief, ethnicity, or political persuasion, or is disadvantaged by any condition or requirement that is not demonstrably justifiable. We also welcome applications from people with lived experience of the immigration / asylum system.

All new staff will be required to show evidence of permission to work in the UK.

This post is funded by a number of grants, including from:

Devon Community Foundation, The Barrow Cadbury Trust, The National Lottery Community Fund, Access to Justice Foundation, Migration Exchange, as well as individual and other small donors.

Person Specification

Job Title: Interim Manager
 Reports to: Board of Directors

Please refer to each of these person specification requirements when completing your application form. Essential = E Desirable = D

Experience, Skills and Knowledge	E / D	Personal statement/ interview
At least two years' management experience in community, voluntary sector or other proven relevant management experience	E	Personal statement & interview
Experience of managing staff including delivery planning, performance monitoring, practising HR & disciplinary processes, and motivating/engendering positive work environments	E	Personal statement & interview
Experience of developing, managing and evaluating programmes to meet identified needs and making efficient use of restricted resources	E	Personal statement & interview
Financial skills with understanding of project funding in the voluntary sector, and experience of setting and managing budgets	E	Personal statement & interview
Knowledge & understanding of the needs and entitlements of asylum seekers and refugees coupled with some understanding of the asylum process and up to date legislation	E	Interview
A willingness to undertake study for the OISC 1 qualification	D	Interview
Good communication skills, with the ability to present information clearly both in the written and spoken form to a variety of audiences, including refugees whose first language is not English	E	Personal Statement
To be conscientious and well-organised with the ability to self-regulate, keeping the balance between short and long-term tasks/goals	E	Personal Statement
IT skills: Proficiency in using Microsoft Office applications	E	Interview
Ability to work without supervision to achieve excellent results	E	Personal statement & interview

Personal Attributes

Friendly approachable manner and the ability to put people at their ease	E	Interview
The ability to manage conflicting pressures with a calm approach	E	Interview
Commitment to equal opportunities and supporting refugees in the UK	E	Interview
Ability to work in a team	E	Personal statement
Flexible approach and willingness to occasionally work outside the office in various settings	E	Interview

