

Recruitment Pack

Head of Client Services



Summary

We're an ambitious, award-winning, growing charity supporting refugees in the North East and we're looking for a new member of our Senior Management Team. If you're an experienced leader with a strong track record in contract, performance and people management, join us to make a real difference to the lives of vulnerable migrants.

Responsible to:	Chief Executive Officer
Hours:	35 hours per week (full-time)
Salary:	£34,804 - £38,285 per annum + 6% pension
Annual leave:	28 days + English Bank Holiday's
Application deadline:	9am Tuesday 27 th August 2019 (please use application form only)
Interview dates:	Evening of Tuesday 3 rd or Wednesday 4 th September 2019

Organisational context

Action Foundation is an award-winning charity started by City Church Newcastle that provides opportunities for migrants to overcome their exclusion, isolation and poverty. This is currently expressed by providing accommodation and support for new refugees at risk of homelessness (Action Letting), people who are destitute and have been refused a claim for asylum in the UK (Action Housing and Hosting) as well as community ESOL classes for any migrant unable to access mainstream English classes (Action Language). We have recently started two weekly drop-in's in Newcastle (InterAction) to support isolated migrants in need of connection to others socially as well as to key services to support their orientation, integration and independence. We are also delivering a 2-year pilot 'Alternative to Detention' (Action Access) on behalf of the Home Office with the support of the United Nations High Commission for Refugees (UNHCR).

The charity currently delivers its services from premises in Newcastle and Sunderland, with housing across Tyne and Wear. However, we also deliver contracts and support other organisations providing similar services throughout the North East region. Having been established for over 10 years the charity has grown to support over 1,400 people a year with over 200 volunteers, 24 staff and a turnover in excess of £1m. Our vision is to continue to develop our work and partner with others to ensure that every migrant in the North East has access to affordable and appropriate accommodation and the support required to successfully integrate into the community and/or make informed choices about their future. We believe this will be accomplished through a combination of increased provision of services and advocating for changes to Government policy alongside other partners.

Job summary

The Head of Client Services is responsible for the delivery of our award-winning programme of support to vulnerable migrants and asylum seekers. This new role will oversee strategy and delivery and development of all our client support services. You will ensure that our projects meet the needs of the people we serve, are delivered safely and effectively, and meet all relevant legislative and safeguarding requirements.

You will be an experienced leader with a strong track record in contract, performance and/or people management. You will have the ability to be analytical, innovative and develop a collaborative and strategic approach to developing the charity's services and staff. This is a senior appointment and you will be part of the Senior Management Team (SMT) that leads the charity.

The Head of Client Services will line manage the Project Managers (currently three) and support them to deliver measurable and cost-effective outcomes agreed by the Senior Management Team and Board of Trustees. You will have the people skills and confidence to manage senior staff as well as overseeing all HR functions, including staff development and training. This post will report to the Chief Executive Officer (CEO) and work alongside the Head of Fundraising and Head of Operations.

You will have experience of ensuring the right policies, systems, processes, evaluation, personnel and training are in place and are working well in order to manage the recent growth experienced and to deliver the required outcomes going forward. This post will release the CEO to develop the organisation to ensure continued growth, sustainability and influence in the future.

Duties & Responsibilities:

- Projects:** Oversight of all client services to ensure they deliver the agreed outcomes including;
- chair project sub groups to ensure appropriate accountability and oversight
 - attend Board meetings to report on project performance and development
 - line management of Project Managers
 - risk management relating to project delivery
 - performance management of projects against agreed outcomes
 - policy development, implementation and quality control
 - monitoring, evaluation and strategic development
 - financial management of projects inc. budget setting, control and reporting
- Personnel:** Ensure staff and volunteers are well supported and managed in accordance with our ethos and values including;
- provision of personal development plans and training as appropriate
 - issuing and updating contracts of employment for all staff
 - recommendations for salary changes to salary subgroup
 - managing appraisals and supervision for all project staff and volunteers
 - monitoring and managing annual leave, sickness and any other absence
- General:**
- To be involved in strategic and operational planning with the CEO and SMT
 - Representing the charity and reporting to all stakeholders as appropriate
 - Working to maintain and uphold the charity's culture, ethos and values
 - Deputising for the CEO as appropriate.

Personal Specification/Key Competencies:

The successful candidate will have the following:

- a commitment to supporting vulnerable migrants
- supportive of the ethos and values of the charity
- management skills, including the ability to lead and motivate self/others
- excellent interpersonal, teamwork, negotiation and organisational skills
- absolute integrity with a commitment to transparency and openness
- excellent analytical skills and the ability to communicate complex issues simply
- the ability to plan and deliver against targets
- the ability to prioritise, multi-task and work well under pressure
- able to see the big picture and have attention to detail
- excellent written and verbal communication skills to all stakeholders
- IT skills, including working with Microsoft Office programmes
- initiative and a creative approach to problem solving

The following competencies are desirable but not essential:

- experience of contract procurement, management and/or working with the public sector
- experience of delivering HR management, personnel development and training
- experience of financial management and planning
- experience of setting up and running administration systems/practices
- the ability to write and implement policies and processes
- experience of providing safe working practices
- presentation skills to be able to represent the charity in a variety of settings

Action Foundation is an Equal Opportunity employer and we welcome applications from all sectors of the community