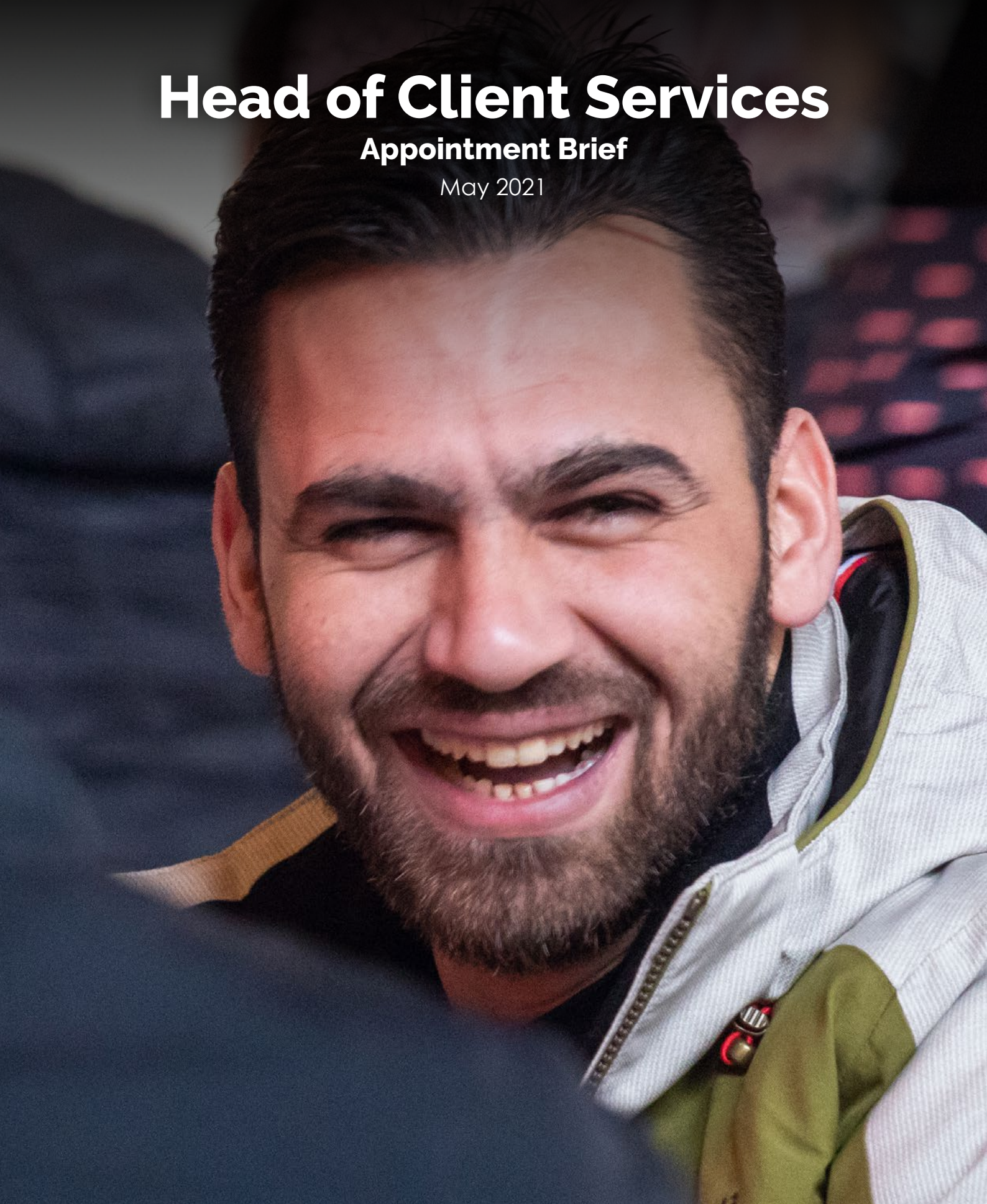


Head of Client Services

Appointment Brief

May 2021



Dear Candidate

Thank you for your interest in becoming Action Foundation's new Head of Client Services.

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, people who are destitute and have been refused a claim for asylum in the UK and community English classes for any migrant unable to access mainstream ESOL classes. We have also more recently started a digital inclusion project and weekly drop-ins in Newcastle to support isolated migrants in need of social connection to others as well as to key services to support their integration, orientation and independence.

We are looking for an experienced leader with a strong track record in contract, performance and people management to be our next Head of Client Services at Action Foundation. We need an individual who is analytical, innovative, and able to undertake a collaborative and strategic approach to developing the charity's services.



Action Foundation has established itself as one of our most trusted organisations, and this is in no small part because you do what's right, run projects efficiently and keep us informed of developments.

Mark Pierce, Director, Community Foundation Tyne & Wear and Northumberland



You'll have integrity with a commitment to transparency and openness, be able to easily motivate others and be absolutely committed to supporting vulnerable migrants in our region.

I hope you find the following information helpful and I look forward to hearing from you.

Best wishes,
Julian Prior
Chief Executive



*The Queen's Award for Voluntary Service 2020, North East Charity of the Year 2019, North East Charity Leader of the Year 2019, Guardian Award 2015, Centre for Social Justice Award 2014

Who We Are

Action Foundation was started by Julian Prior in response to research he conducted to identify social needs in the city of Newcastle, motivated by his faith and the following words from the Bible;

“

Speak up for those who cannot speak for themselves, for the rights of all who are destitute. Speak up and judge fairly; defend the rights of the poor and needy. ”

- Proverbs 31:8-9

From this simple beginning grew a compelling vision to empower people seeking asylum, refugees and other migrants in overcoming their exclusion and poverty. We do this by providing support for them to integrate successfully into the community, to improve their employability, to lead more independent and resilient lives and make informed choices about their future.

We are a charity built on inclusive Christian principles. We work with people of all faiths and none, and are supported by City Church Newcastle, with whom we currently share our main premises, along with many other churches, trusts, organisations, and individuals. Central to our approach is building very diverse and collaborative partnerships.

The charity delivers its services from premises in Newcastle and Sunderland, with housing across Tyne and Wear. In addition, we have also delivered contracts and supported other organisations providing similar services throughout the North East region. Having been established for over 15 years the charity has grown to support nearly 2,000 people a year with over 200 volunteers, 30 staff and a turnover in excess of £1.6m.

Our vision is to continue to develop our work with a diverse range of partners 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 Local and National Government policy in partnership with a range of other organisations from the faith, charity, private and statutory sectors.

We are benefitting greatly from becoming an increasingly diverse organisation, but recognise we have more to do. We have recently revised our recruitment practices and actively encourage the widest possible range of candidates. We are currently reviewing our equality and diversity policy and training. We welcome applicants, regardless of race, sexual orientation, disability, faith, age and gender.





“

I have a regular house to live in that I can be proud of, I'm learning English and I've been able to see a doctor and a dentist for the first time in 10 years!

Action Access client

”

What We Do

Action Foundation provides support for people seeking asylum, refugees and other migrants to integrate successfully into the community and lead more independent and resilient lives through the projects described below. The figures quoted are for the financial year ending March 2020, except for the Covid 19 Crisis Response that are between March and July 2020. In May 2020 we also started a Digital Inclusion project supporting beneficiaries with IT hardware and training.



interaction

Citywide multi-agency drop-in building meaningful connections in the community.

851 individuals attended supported by 53 volunteers and 33 agencies



action
LANGUAGE

Providing volunteer led skills for life community English classes.

912 students enrolled on a class taught by 172 volunteers



action
HOUSING

Supported accommodation to destitute asylum seekers with no recourse to public funds.

23 destitute asylum seekers have been housed



action
LETTING

Supported accommodation to newly granted refugees at risk of homelessness.

112 refugees supported in 15 properties



action
HOSTING

Matching volunteers offering a spare room with a destitute asylum seeker.

1,596 nights of accommodation were provided by hosts
N.B. July 2020 - Action Hosting has been temporarily put on hold due to Covid



action
ACCESS

A pilot Alternative to Detention, commissioned by Home Office in partnership with UNHCR.


18 women supported to resolve their immigration status



Resident Support Training Programme

Giving people tailored training and support in important life skills.

53 training sessions delivered to 178 participants



Covid 19 Crisis Response

Supporting isolated clients by connecting them with the help they needed.

401 people from 201 households supported by 55 volunteers

Our Impact 2019/20

The figures quoted below are for the financial year ending March 2020, except for the Covid 19 Crisis Response that are between March and July 2020.



For further information on our Impact see <https://actionfoundation.org.uk/about/publications/>

Our Strategy

We are half-way through the four year strategy shown below. We have made good progress against these objectives, and so, during the latter part of 2021, we plan to develop a new strategy which will include assessing the opportunities and challenges presented by Covid-19.



Extend our reach

- Develop new and complementary services
- Cover a wider geographic area
- Equip other organisations to deliver similar services



Develop our effectiveness

- Increasing support to help residents with no recourse to public funds move on
- Supporting residents to live more independently
- Develop an 'early action' approach to prevent clients experiencing a crisis
- Increased volunteer and staff training
- Increase input from beneficiaries and people with lived experience of the asylum system



Build our sustainability

- Increasing unrestricted donations
- Winning contracts with central and local Gov
- Developing new and complementary grant fundable projects



Increase our influence

- Advocate for increased support at the end of the asylum system
- A more co-ordinated and sustainable ESOL strategy
- Consultations and calls for evidence

Our social objectives

- ✓ Homelessness prevented leading to increased stability and options for move-on
- ✓ Improve English communication skills, enabling clients to live independently
- ✓ Increase social inclusion, broader social networks and integration into communities
- ✓ Confidence and self-esteem will be improved, leading to positive health/well-being changes
- ✓ Literacy and basic skills, improved increasing employability and educational prospects



Our Finances



For every **£1** received we spent...

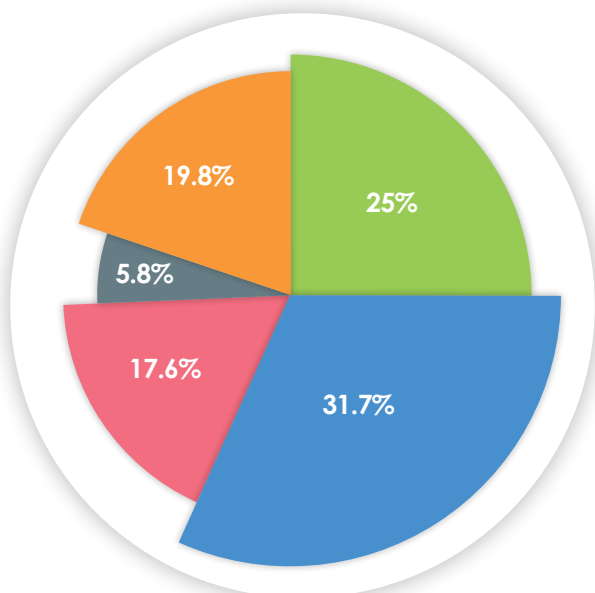
88p on helping people

8p on fundraising to secure our future

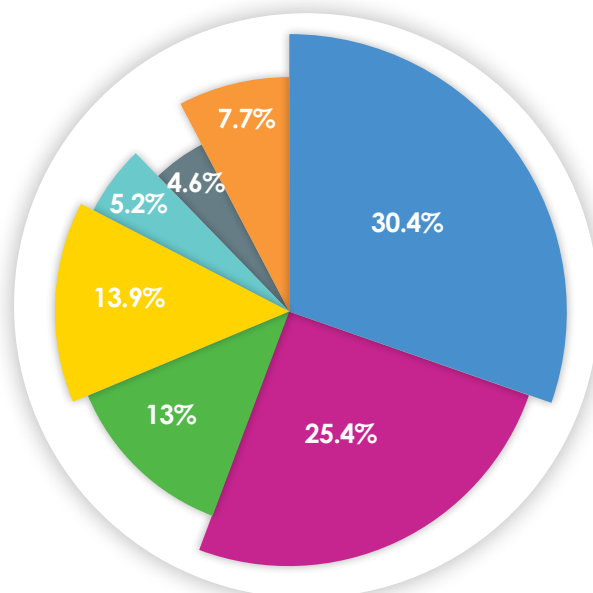
4p on other overheads

The above is calculated on a 'full cost recovery' basis of accounting.

Money in



Money out



	2019/20	2018/19
Grants	£423,662	£354,195
Rent/Housing Benefit	£536,617	£482,619
In Kind Support*	£297,617	£282,104
Donations Gift Aid	£98,830	£57,764
Contracts	£335,491	£135,865
Total:	£1,692,217	£1,312,547

	2019/20	2018/19
Letting	£422,568	£347,823
Language	£353,045	£378,383
Housing/Hosting	£180,782	£155,696
Access	£193,429	£63,875
InterAction	£71,960	£28,077
Overheads /Support	£63,553	£63,596
Fundraising	£106,819	£60,522
Total:	£1,392,156	£1,097,972

For a full copy of our financial statements please see the Charity Commission Website.

*Volunteers' time and houses rented below market rate

Job Description

A close-up portrait of a woman with a warm, confident expression. She is wearing a black headscarf with a repeating gold and white monogram pattern. Her hair is pulled back, and she is looking slightly to the right of the camera. The background is softly blurred, showing hints of red and yellow.**Job title:**

Head of Client Services

Responsible to:

Chief Executive Officer

Hours:

35 hours per week (full-time)

Location:

Newcastle Upon Tyne

Salary:

£38,877 - £43,842 per annum
plus 6% pension contribution

Contract:

Permanent
(following 4-month probationary period)

Purpose and Scope of Role

Reporting to the CEO you will have the primary responsibility for the delivery of our award-winning programme of support to vulnerable migrants and asylum seekers. This role will oversee the strategy, 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 people management. You will have the ability to be analytical, innovative, and undertake a collaborative and strategic approach to developing the charity's

services. You will work alongside the Head of Fundraising and Head of Finance & Resources as part of a Senior Management Team (SMT) to provide strategic oversight and development of the whole charity to support the CEO. This post will actively participate in Board meetings by providing not only descriptive but predictive data for your areas of responsibility to inform decision making.

You will have the people skills and confidence to manage senior staff. The Head of Client Services will line manage the Project Managers (currently four), a Data Officer and an Administrator equipping them to deliver measurable and cost-effective outcomes agreed by the SMT and Board of Trustees.

Projects

Oversight of all client services to ensure they deliver their agreed outcomes including;

- Chair project sub groups to ensure appropriate accountability and oversight
- Line management of Project Managers and other staff
- Risk management relating to project delivery
- Performance management of projects against agreed outcomes
- Policy development, implementation and quality control as required
- Monitoring, evaluation and strategic development
- Financial management of projects including budget setting, control and reporting

Personnel

Ensure staff and volunteers are well supported and managed in accordance with our ethos and values including;

- Oversight and management of all volunteer activity across the organisation
- Development of our organisational framework for training & development, ensuring compliance and that all staff have opportunity for professional development
- Oversight of appraisals and supervisions for all project staff and volunteers

General

- To be involved in strategic and operational planning with the CEO and SMT
- Attend Board meetings to report on project performance, development and personnel issues
- 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

Person Specification

Experience

- Contract procurement & management.....Essential
- Personnel development and training.....Essential
- Financial management and planning.....Desirable
- Setting up and running administration systems/practices.....Desirable
- Providing safe working practicesDesirable

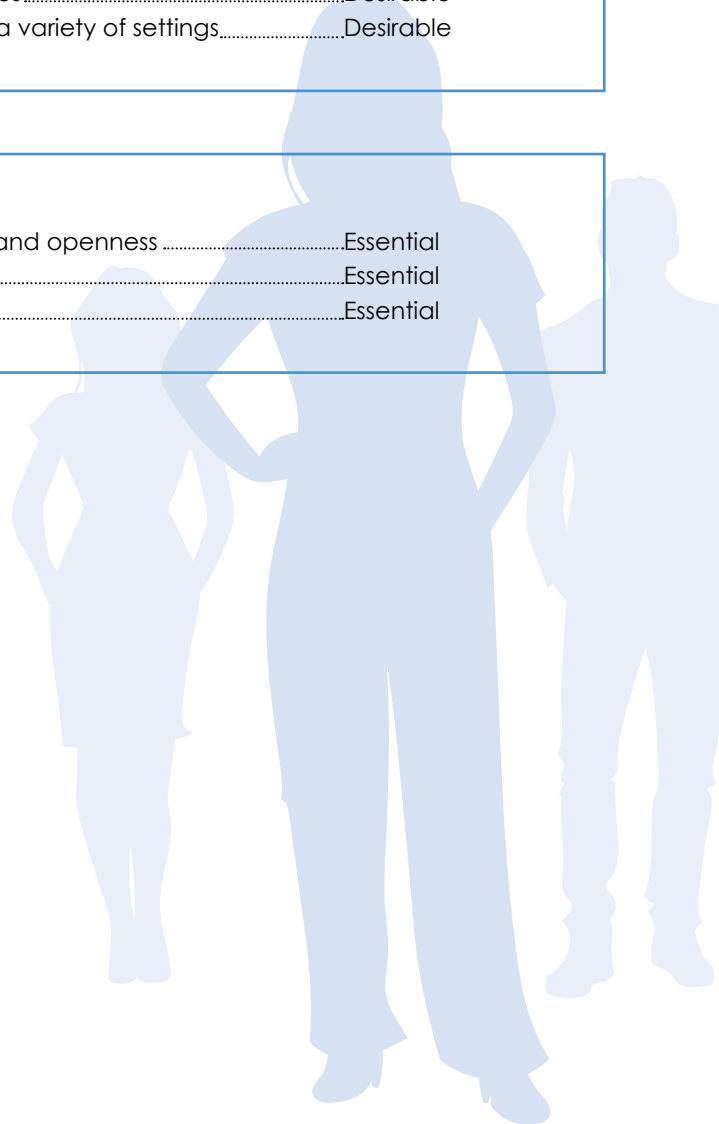
Skills

- Management skills, including the ability to lead and motivate self/others.....Essential
- Excellent interpersonal, teamwork, negotiation and organisational skills.....Essential
- Excellent analytical skills and the ability to communicate complex issues simply.....Essential
- The ability to plan and deliver against targets.....Essential
- The ability to prioritise, multi-task and work well under pressure.....Essential
- Able to see the big picture and have attention to detail.....Essential
- Excellent written and verbal communication skills to all stakeholders.....Essential
- IT skills, including use of Microsoft 365.....Essential
- The ability to write and implement policies and processes.....Desirable
- Presentation skills to be able to represent the charity in a variety of settings.....Desirable

Personal Qualities

- Absolute integrity with a commitment to transparency and openness.....Essential
- To be committed to supporting vulnerable migrants.....Essential
- To be supportive of the ethos and values of the charity.....Essential

Action Foundation is an equal opportunity employer.



How to Apply

Please fill in our application form that can be downloaded from our website (www.actionfoundation.org.uk/get-involved/recruitment/) and return to recruitment@actionfoundation.org.uk. Please ensure that you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the recruitment timetable.

At Action Foundation we believe passionately that a truly inclusive workplace leads to increased social impact. We are committed to build more inclusive teams. To understand how we are performing, we ask that you kindly complete the brief equal opportunities questionnaire when you submit your application.

Please be assured that your responses are kept confidential, separate from your candidate record, and are not part of any application you make.



Recruitment Timetable

Deadline for applications:9am Monday 21st June 2021
(please use application form only)

Interviews:.....Week commencing 5th July 2021

“

Action Foundation gives hope to vulnerable people, guiding them to a better life, it is a life-changing charity offering a real sense of involvement.

Lord-Lieutenant of Tyne and Wear,
Mrs Susan Winfield

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