

# Job Description

## Head of Client Services



### Job purpose

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 equipping them to deliver measurable and cost-effective outcomes agreed by the SMT and Board of Trustees.

<b>Responsible to:</b>	Chief Executive Officer
<b>Hours:</b>	35 hours per week (full-time)
<b>Salary:</b>	£42,478 - £47,903 per annum plus 6% pension contribution
<b>Annual leave:</b>	28 days + English Bank Holiday's
<b>Contract:</b>	Permanent, subject to passing a 3-month probation

### Organisational context

Action Foundation is an award-winning charity that supports and empowers asylum seekers, refugees and migrants in the North East to overcome immediate barriers, integrate with the community, and build skills for the future. The charity delivers its services across the Tyne & Wear region with our main offices being in Newcastle Centre, close to the quayside. Having been established for over 18 years the charity has grown to support over 2,000 people a year with approximately 100 volunteers, 27 staff and a turnover in excess of one million pounds.

### Duties & Responsibilities

<b>Projects:</b>	Oversight of all client services to ensure they deliver their agreed outcomes including; <ul style="list-style-type: none"><li>- chair project sub groups to ensure appropriate accountability and oversight</li><li>- line management of Project Managers and other staff</li><li>- risk management relating to project delivery</li></ul>
------------------	---

- 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
- overseeing 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

### Personal Specification/Key Competencies

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

#### 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 practices                        | Desirable |

#### Skills

- |  |           |
|--|-----------|
| - management skills, including the ability to lead and motivate self/others        | Essential |
| - excellent interpersonal, teamwork, negotiation and organisational skills         | Essential |
| - absolute integrity with a commitment to transparency and openness                | 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 working with Microsoft Office programmes                    | 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 purpose and values of the charity         | Essential |