



## ADVICE SERVICE MANAGER - RECRUITMENT PACK



# Who we are

Suffolk Refugee Support is a charity based in Ipswich town centre but working across Suffolk to ensure that all asylum seekers and refugees in the county are able to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support.



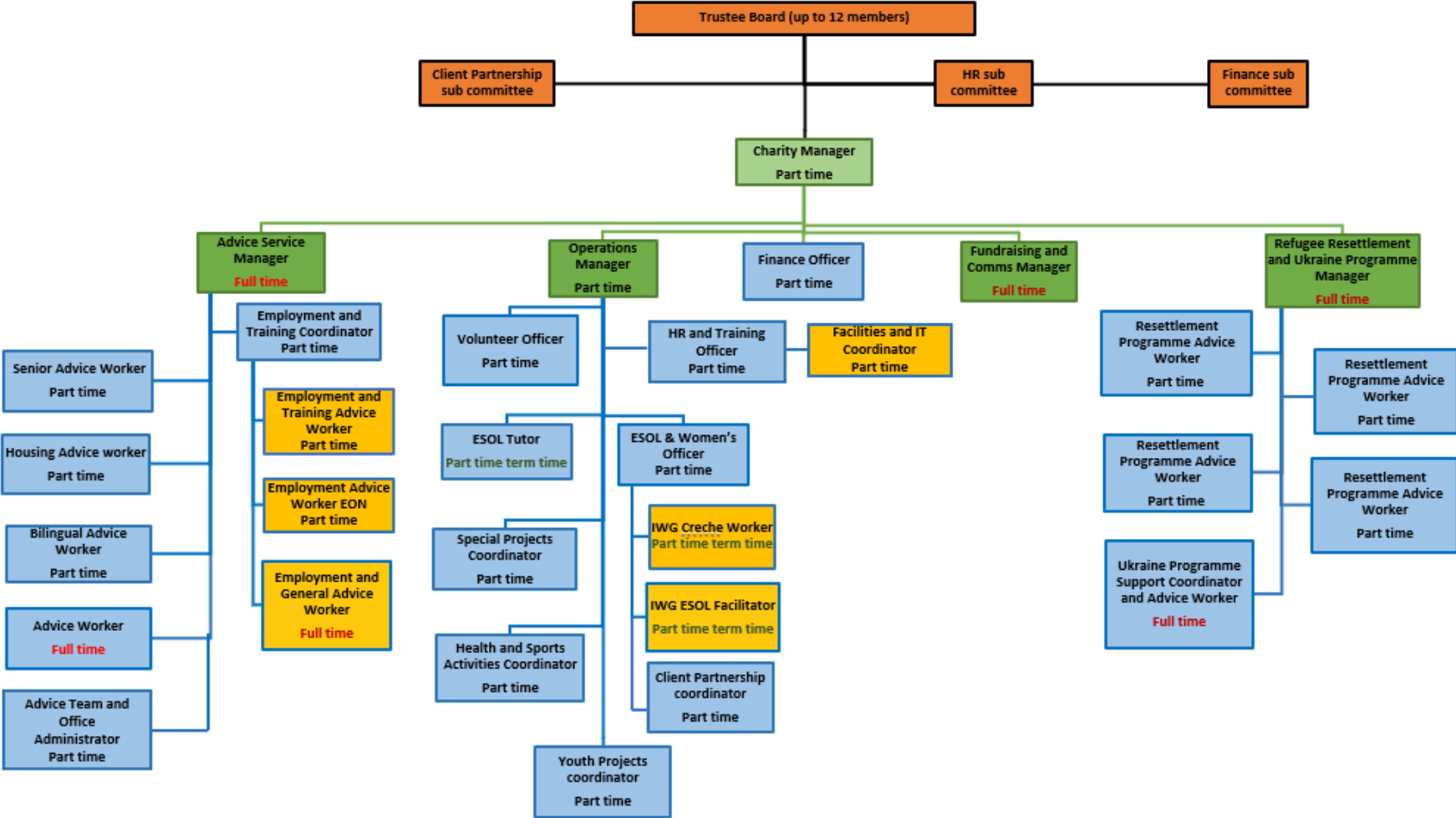
## Our Strategic aims

- To ensure that refugees' & asylum seekers' basic needs for immigration status, housing, literacy, education, physical and mental health, employment, and personal safety are met.
- To work in ways that lead SRS' clients into independence from SRS services.
- Through advocacy, lobbying and other means, ensure that statutory and other bodies meet their obligations to asylum seekers and refugees.
- To continue to mobilise volunteers' involvement in supporting the work of SRS, and further develop the volunteering contribution to the organisation.
- To continue to raise awareness and promote understanding of the refugee experience in the community.
- To ensure that Suffolk Refugee Support is effectively governed, led, managed, and funded to maximise its impact, and that its work is informed by 'voices of lived experience'.
- To ensure SRS is an organisation that values its people and enables them to effectively carry out their role.

## SRS Operating Principles

- We are driven by a recognition that each person is unique, that every individual has intrinsic value and has a constructive role to play in UK society
- We are always open, friendly and welcoming
- We are respectful, reliable, honest and transparent in all our dealings with one another and with others
- We direct all of our efforts towards self-determination and ultimate independence for our clients
- Our work is always led by the needs and interests of our clients
- At all times we work in ways that ensure the all-round safety and security of our clients and everyone who works for SRS
- We always work to the highest standards; keeping ourselves fully informed and knowledgeable about every sphere of our work

# Our structure



# What we offer

## Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

## Development

We believe that investment in our staff to develop their skills is essential to providing high quality support to our clients. We provide:

- Training for role related duties
- Generic skills training to contribute towards personal development
- On the job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

## Wellbeing

- Hybrid working (role dependant)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

## Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period



## The opportunity

<b>Job Title</b>	<b>Advice Service Manager</b>
<b>Reports to</b>	Charity Manager
<b>Hours</b>	Full time – 35 hours per week. Monday – Friday (core hours 9am – 5pm with some flexibility required)
<b>Salary</b>	£36,000 per annum (band 5)
<b>Contract</b>	Permanent - subject to a 3 months' probation review
<b>Location</b>	Based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP with some outreach across Ipswich/Suffolk

### About the role

Suffolk Refugee Support's Advice Service provides a welcoming and supportive environment where any asylum seeker or refugee in Suffolk can gain access to advice, guidance and practical support across a range of issues, either directly through the SRS advice team or through referrals to other agencies

The Advice Service Manager is responsible for overseeing the delivery of the Advice Service and for managing and developing the team of Advice Workers, including the Senior Advice Worker who leads on delivery.

The service operates predominantly from our Ipswich office, but the Advice Service Manager is also responsible for organising outreach services for asylum seekers and refugees elsewhere in Suffolk. Along with the Senior Advice Worker, they provide expert guidance to the team, as well as to other professionals working with refugees and asylum seekers.

Last year we gave direct support to more than 1500 asylum seekers and refugees from over 51 countries to start to rebuild their lives.

The Advice Service Manager reports directly to Charity Manager and is part of the Management Team.

## Main Deliverables

### Management Team:

- As part of the Management Team to oversee the function of the organisation and its strategic development, especially in relation to SRS's advice service

### Service Development

- To be responsible for developing the advice service according to client / organisational needs and strategy

### Team Management:

- To line manage and develop a team of up to 5 Advice Workers and the Advice Team and Office Administrator, to ensure they are suitably trained and supported to deliver a high-quality advice service across the county
- To line manage the Employment and Training Coordinator to ensure the employment and training team delivers an effective and cohesive service, which complements the work of the advice team

### Management of Advice Service and Direct Service Provision:

- To ensure that the advice service promotes equality of access to all asylum seekers and refugees (clients) seeking advice and that they feel welcome and effectively supported
- To recognise and respond to safeguarding dangers, reporting and liaising with authorities as necessary.
- To manage and support the Senior Advice Worker to lead and guide the advice team across the following areas:
  - Assessing clients' needs and proposing actions to address these needs (e.g. writing letters or emails and/or making telephone calls) in a professional manner
  - Ensuring that clients have access to advice about all aspects of living in the UK and ensuring they understand their rights and responsibilities under UK law
  - Working to achieve agreed outcomes which will bring about positive changes in our clients' lives
  - Promoting independence on the part of the clients and actively empowering them to help themselves according to their individual abilities
  - Directing clients to other services provided by Suffolk Refugee Support and / or external agencies (making appointments where appropriate)

- Responding to telephone requests for information from clients, statutory, voluntary, and private sector organisations and the general public
- To guide the advice service team on complex casework, in partnership with the Senior Advice Worker
- To build on the advice team's expertise, and with the support of the HR and Training Officer, to ensure that their team is up to date on the latest legislation and procedures that impact the asylum seekers and refugees we work with
- To be responsible for decision-making and to ensure that direct funding and grants to clients are in line with policy

### **Newly arrived asylum seeker support**

- To keep abreast of numbers and locations of new arrivals of asylum seekers into Suffolk
- To ensure that all new arrivals are prioritised by the advice service and that any urgent needs are addressed as quickly as possible.
- To ensure that clients in asylum accommodation across Suffolk have access to our services and can get support when needed
- To ensure that other agencies respond appropriately to the needs of newly arrived asylum seekers to strengthen the support available to them.
- To develop and oversee positive activities for asylum seekers, such as sports and music groups (in liaison with SRS's Operations Manager)
- To facilitate clothing and other vital items for those in most need, ensuring that donated stocks are maintained with the support of the Advice Team and Office Administrator

### **Immigration support lead**

- To develop good relationships with immigration legal services and solicitors to ensure that clients can access the information they require and that clients understand the processes they are going through

### **Vulnerable Client & Safeguarding Lead**

- To act as the support lead for very vulnerable clients or where there are cases with safeguarding concerns

### **Client representation**

- To promote the views and experiences of SRS's clients at external meetings and advisory boards, by participation in face to face and virtual meetings and in giving occasional presentations, using on-the-ground knowledge.

## **Partnership working**

- To be responsible for developing and maintaining excellent working relationships with external service providers and agencies, to raise awareness and to enhance the strength and efficiency of support for clients. This will involve attending regional and local stakeholder meetings and taking a proactive approach to improving existing processes and developing new initiatives when needed .

## **Monitoring, Evaluation and Donor Reporting**

- To ensure services given and outcomes achieved are recorded on internal monitoring systems and that data protection regulations are adhered to
- To provide monthly summary reports for the Charity Manager and board of trustees
- To compile reports for funders, reporting on outcomes and targets
- To support the development & administration of written information produced by SRS for our clients' benefit
- To contribute to development of new services and assists with funding applications

## **Other requirements**

To deliver services effectively, a degree of flexibility is needed, and you may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

The role may require you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means. If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please speak with the HR and Training Officer on [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)



# What we are looking for

## Person Specification

### How we choose who we invite to an interview

Shortlisting is completed by a panel of two Suffolk Refugee Support staff members and a trustee from the management board, who review anonymised versions of your application. The Shortlisting Panel will independently score each application depending on how well you have demonstrated that you meet all of the Experience, Knowledge, Skills, Understanding and Behaviours listed in the person specification below. They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.

It is therefore key to refer to each of the essential skills and attributes with examples of how you meet them when you apply.

### Skills and attributes

Experience and knowledge	
Essential	Desirable
Minimum of 2 years' experience in programme management, or a related area, with a focus on a vulnerable client group.	Knowledge of UK asylum system and refugee issue
Line management experience including ability to plan, set objectives, motivate and manage performance and wellbeing	Lived experience of the UK asylum system
Experience of building strong partnerships to achieve organisational aims	Experience of working in a multicultural team
Experience of developing and adapting services based on identified needs and available resources	

Proven track record of monitoring, evaluation and reporting outputs and outcomes	
Experience of managing client expectations with empathy and understanding whilst remaining firm	
Knowledge of services and other organisations working with vulnerable and marginalised groups in Suffolk	
Experience of tackling serious safeguarding incidents with maturity and professionalism	
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
Ability to lead, inspire and motivate a diverse staff team using individual skills and knowledge to build a strong service	
Ability to manage a busy client-facing service across multiple areas of work	
Excellent problem solving and decision-making skills, including the ability to make tough decisions whilst remaining calm under pressure	
The skills to deal with challenging situations and differences of opinion in a solution-focussed and sensitive way	
Excellent written and spoken communication skills, with the ability to communicate clearly to a range of audiences	
Excellent time management skills with the ability to manage long-term and short-term goals in a fast-paced environment.	

<b>Attributes</b>	
<b>Essential</b>	<b>Desirable</b>
Energetic and enthusiastic with a genuine desire to create a robust service for asylum seekers and refugees	
A high degree of initiative, resourcefulness, flexibility and a self-motivated approach to achieve objectives	
Willingness to work with clients as well as directing others to do so	
Flexible approach with the ability to adapt and respond to changing needs of the clients and the organisation	

## Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

## Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

## How to apply

Please complete the Application Form, the Equal Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to Marianne Walker on [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthews Street, Ipswich, Suffolk, IP1 3EP.

**Deadline for submission: no later than 12 noon on 9<sup>th</sup> January 2025**

**Interview date: 16<sup>th</sup> January 2025**

This is a senior role, reporting to the Charity Manager. If you would like an informal chat with them about the role, please email [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk) to request for one to be set up.

**We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.**

**Thank you for your interest in Suffolk Refugee Support**