

Regional Assistant Manager

AIRE Regions



JOB TITLE

Assistant Manager

DEPARTMENT

AIRE- Asylum Services

REPORTS TO

Regional Manager

DIRECT REPORTS

Client Advisers

About Migrant Help

Migrant Help is a leading charity that was established in 1963 and delivers a range of support and advice services to migrants across the UK. Our vision is for a global society that protects migrants, treats them with respect and enables them to reach their full potential.

We foster a culture in which equality, diversity and inclusion are recognised, valued, and encouraged. It doesn't matter who you are or where you come from, we match your skills with the needs of our organisation, as long as you share our values, vision and goals. We welcome applications from candidates regardless of their age, religion or belief, race, gender reassignment, disability, sexual orientation, sex, marriage or civil partnership, pregnancy, and maternity.

The role:

The scope of this role is to work as part of the Migrant Help Asylum Services team, part of the AIRE contract, and to provide a professional service which includes the provision of advice and guidance in addition to aiding with the completion of support applications. The successful individual will assist our national Asylum Service to support vulnerable asylum seekers across the UK through telephone and face to face advice. You will support and manage the Client Advisers within the Regional Team, champion training, coaching and overall management of the team. You will be required to support in the completion of all types of asylum applications, induction briefings to new arrivals in initial accommodation, provide them with advice and guidance around the asylum process, asylum support and their obligations. Your teams may also assist with handling calls, issuing payment cards, and attending asylum accommodation sites on a regular basis.

You will work with the Managers and Heads of Service within AIRE (Advice, Issue Reporting and Eligibility) to monitor trends and changes in demand, you will be expected to react accordingly, in a timely manner, with resultant re-prioritisation of the teams work as necessary. In addition, you will promote the continuous development within the role and for the entire team and service.

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Duties and Responsibilities:

- Provide an Advice and Guidance service to Asylum Seekers and Failed Asylum Seekers, including assessing eligibility criteria and completing Asylum Support Application Forms (ASFs), notifying the Authority on changes of circumstances, immigration related matters within the scope of OISC regulations, Voluntary Assisted Returns, and signposting to other organisations.
- Responsible for day-to-day operational oversight of the Client Adviser team under the overall management of the Regional Manager, including monitoring inboxes and respond or allocate requests received, planning for staff workloads, absence monitoring and ensuring assigned rota duties, are carried out as planned.
- Support with the Health and Safety arrangements of this multi-disciplinary team, ensuring the team are safe and secure at all times through robust lone working and RAMS arrangements.
- Conduct line management of client advisers, including supporting the recruitment and inductions of new staff, employee development, appraisal and supervision, performance monitoring, absence monitoring, disciplinary and conflict resolution.
- First line of escalation for Client Advisers on complex cases, including unplanned and complex cases, ensuring Initial Accommodation requests, Requests for Further Information and Evictions are dealt with in a timely manner, and initial escalation for safeguarding issues or concerns.
- Handle calls effectively, work in a timely way to ensure that clients are supported appropriately whilst ensuring that we are able to support as many people in need as possible.
- To support KPI assurance for the regional team.
- Provide outreach and face to face support for clients and those with additional support needs, by appointment, at designated locations, as required by the Regional Manager or / or Head of Service.

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- Facilitate team meetings including daily briefings to ensure that team members are up to date on matters that effect the delivery of service, such as policy and legislation changes.
- Act as a contact with the Home Office, Social Services, Healthcare Professionals, AASC provider and other relevant agencies for applicants with additional support needs.
- Keep full, accurate and up-to-date case records and complete case follow-up within the requisite time scales and undertake any necessary administrative tasks.
- Support Regional Manager with administrative requirements for the contracts and services i.e, daily management reports, KPI data checks, managing regional appointments to ensure efficient service delivery; and Quality Management of the service, including but not limited to; supervisions and file reviews, client feedback, internal and external audit activity e.g. Advice Quality Standards, ISO etc. as well as In line with OISC and Migrant Help requirements and quality frameworks.
- Attendance at sub-contract/stakeholder/safeguarding meetings as required, ensuring Migrant Help policies, and operating procedures are followed at all times.
- Undertake any other duties which may be assigned from time to time and may include cover for other funded projects e.g. Supporting Victims of Human Trafficking and anti-human trafficking operations, EU Migrant Advice, Foreign National Prisoner Advice Service.

The above list of job duties is not exhaustive; the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

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Personal Specification:

Qualifications

Essential

- A good general level of education

Knowledge and Experience

Essential

- Demonstrable competence in a people management role, at supervisory level
- Experience of providing advice and information within an organisation
- Working with people in sensitive and emotionally demanding situations is essential
- Demonstrable experience of working face to face with members of the public
- Experience of working, communicating and engaging with others in a multi-cultural environment
- Operational experience working to challenging performance KPI's
- Demonstrable experience of working face to face with members of the public
- Ability to work as part of a team and on own initiative within an agreed framework

Desirable

- Experience of working in the voluntary sector
- Experience in explaining complex information to clients with and without interpreters
- Ability to work empathically with people facing transition and uncertainty

Skills

Essential

- A high level of attention to detail
- Demonstrable administrative and organisational skills
- Proven ability to prioritise and work on your own initiative whilst respecting boundaries
- Ability to plan, review, work and deal with deadlines and conflicting priorities
- Shows resilience when faced with challenges from both work and individual clients.
- Ability to work effectively in partnership and gains confidence of stakeholders and colleagues
- Strong IT skills, including all Microsoft packages and CRM systems
- Excellent ability to communicate, absorb complex information and engage with diverse groups
- Presentation skills with the ability to make briefing sessions interactive

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Desirable

- Ability to speak any additional languages
- Ability to complete referral forms and records accurately
- Skills in liaison and negotiation with other agencies on behalf of clients

Behaviour

Essential

- A compassionate and “can-do” attitude
- To support and demonstrate the vision and values of Migrant Help, with an emphasis on Partnership, Innovation, Equality and Excellence
- Willingness to work collaboratively and in partnership with colleagues to achieve common goals to support the service.
- A commitment to the aims, objectives, values and principles of Migrant Help
- A willingness to be flexible, to vary duties to meet the needs of the organization.
- A commitment to equal opportunity, anti-discriminatory and anti-oppressive principles, and practices
- Ability to prioritise tasks and organise own time effectively.
- Ability to always remain professional and courteous with an enthusiastic, responsible and respectful attitude.
- Consistently supports and promotes excellence in client care

Special Requirements:

- The post holder would be required to travel to accommodation locations, Initial Accommodation and contingency accommodation sites within the specified region as required to offer support.
- This post is subject to an Enhanced DBS check and CTC clearance.
- This service incorporates an “Out of hours” service.
- The post holder will need to fulfil rostered duties as may be required of the service.
- This post requires weekend working on a rota basis.

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Registered Address: Migrant Helpline Limited (trading as Migrant Help), 128 City Road, London, EC1V 2NX

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Company No. (England and Wales): 4172880