



## Job Description – Chief Executive Officer

**Role:** Chief Executive Officer

**Location:** We have an office in Kingston Upon Thames, greater London. Flexible and hybrid working is offered to all staff.

**Hours:** 35 hours per week (including paid half-hour lunch break)

**Salary:** £55,000 to £60,000 per annum permanent

**Leave:** 26 days per annum plus bank holidays

**Responsible to:** Chair of trustees

### About Refugee Action Kingston

At Refugee Action Kingston (RAK) we're dedicated to helping the successful integration of refugees and people seeking asylum into the local community. With over three decades of experience, we provide a comprehensive range of services including welfare support, immigration and legal advice, education, counselling, and career guidance.

RAK employs 15 staff and currently has nearly 200 volunteers. In 2023/24 more than 2,000 people benefited from our services:

- 1,171 clients accessed advice and advocacy services, including immigration advice
- 305 clients attended our ESOL classes
- 250 children, young people and families benefited from our after-school and family support services
- 61 people were supported by our counselling team

### What we can offer you

- Work in a highly respected organisation punching above its weight – providing quality support to over 2,000 individuals and families a year
- A friendly and supportive environment, with an experienced team of professional teachers, counsellors, solicitors and advisers working to quality standards
- A collaborative approach to meeting fundraising targets, working with our new Fundraiser and our Partnership and Digital Marketing Coordinator
- Flexible and hybrid working
- A committed community in south west London that supports RAK through volunteering, sharing information about our work, and donations
- Real potential for growth and a clear and deliverable strategy already in place

## **Our values**

- **Empathy:** we put ourselves in the shoes of those we work with.
- **Enterprise:** we're innovative and resourceful in our approach to supporting refugees and people seeking asylum.
- **Empowerment:** we strive to empower our clients, helping them achieve their aspirations.

## **Role overview**

As the CEO of Refugee Action Kingston, you'll lead our organisation in supporting refugees and people seeking asylum in south west London to lead fulfilled and independent lives. Your responsibilities will include:

### **Strategic leadership**

- Developing and implementing annual plans aligned with our strategy, in collaboration with the Board of Trustees, to achieve desired outcomes.
- Maintaining efficient systems for the charity's operations, ensuring good governance and financial sustainability.
- Overseeing all aspects of organisational management including finances, resources, services, and communications, in cooperation with trustees.

### **Governance and organisational management**

- Working closely with trustees to direct and deliver RAK's objectives according to the charity's strategy.
- Leading and supporting the RAK team to fulfil objectives, emphasising client needs, monitoring outcomes, and integrating learning into operations.
- Ensuring compliance with governance requirements, supporting board responsibilities, and contributing to trustee meetings and reporting.

### **Financial management and human resources**

- Ensuring effective financial management, leading finance and project management teams to maintain controls, preparing reports, and managing spending within budget.
- Developing organisational structure and processes for positive people and service management, adhering to legislation and quality standards.
- Fostering a healthy working culture that encourages staff and volunteers to excel, contribute ideas, and embrace diversity.

### **Fundraising**

- Developing and executing RAK's fundraising strategy, exploring new avenues to diversify funding sources.
- Collaborating with RAK's fundraiser to cultivate relationships with funders, submitting funding bids, and providing reporting.

- Focus on growing unrestricted funds to reduce reliance on grants.

### **Advocacy and influencing**

- Cultivating strong relationships with stakeholders to amplify the impact of RAK's work.
- Advocating for the needs of our clients to local authorities, healthcare providers, and other relevant agencies.
- Maintaining an effective advice and advocacy service, meeting quality standards (AQS & OISC) and regulatory requirements.

### **General duties**

- Undertaking any other related duties as required and appropriate to the role.

### **Person specification**

#### **Essential criteria**

1. **Leadership and change management:** proven track record of leading client-focused services, driving strategic development, and managing change effectively.
2. **Project and programme management:** experience in creating and delivering complex projects aligned with strategic objectives.
3. **Fundraising expertise:** understanding of fundraising importance in the charitable sector, with a history of successful and innovative fundraising initiatives.
4. **Digital proficiency:** ability to harness digital tools so that roles are carried out efficiently and competently.
5. **Financial management:** track record of managing budgets and contracts effectively.
6. **Analytical skills:** experience in complex report writing and data analysis.
7. **Cultural awareness and commitment to EDI:** a track record in promoting equality, diversity and inclusion, specifically in the context of working with refugees and people seeking asylum.
8. **Team leadership:** excellent people skills, with the ability to empower and motivate staff and volunteers to operate effectively.
9. **Partnership building:** strong ability to build partnerships, manage coalitions, and maintain positive relationships with stakeholders.
10. **Communication skills:** excellent communication and persuasion skills, including experience in public speaking.
11. **Governance knowledge:** understanding of governance principles in the voluntary or public sector.
12. **Safeguarding:** experience in leading on safeguarding and health and safety.

#### **Desirable Criteria**

1. **Asylum system knowledge:** lived experience related to displacement and migration is highly desirable together with an understanding of the asylum system.
2. **Policy and advocacy:** experience in asylum-related policy or advocacy work.

3. **Commercial awareness:** experience in negotiating with statutory, local, or voluntary organisations/authorities.

## **Our workplace**

We want RAK to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thought.

Our values are clearly set out in our strategy [RAK Strategy 2023-28 \(squarespace.com\)](#)

RAK is an equal opportunities employer. We are committed to recruiting staff, trustees and volunteers who reflect the communities we serve and the wider community of London where we live and work. We particularly welcome applications from people: from Black, Asian and other minority-ethnic communities; refugee and migrant backgrounds; LGBTQ+ communities; with disabilities; and neurodiverse communities.

Asking for adjustments - RAK is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making changes for neurodiverse people, people with disabilities or long-term health conditions. If you would like us to do anything differently during the application, interview, or assessment process, including providing information in an alternative format, please use the message function to get in contact or email [admin@refugeeactionkingston.org.uk](mailto:admin@refugeeactionkingston.org.uk).

RAK is obliged to comply with the Asylum and Immigration Act (1996), and this requires certain documents to be presented by candidates before an offer of employment can be made. If you are invited to interview, we will ask you to bring these documents with you. For jobs which involve, for example, working with, or having access to children and/or vulnerable adults and their records, we will require an Enhanced Disclosure from the Criminal Records Bureau and need to have information from you regarding any previous, existing, or pending convictions or cautions. This will form part of the recruitment process if you are successful after interview.