



Job Application Pack

Head of Refugee Family Programme

Included in this pack:

- Job Description
- Job Application Form
- Self-Declaration and Disclosure Form
- Equal Opportunities Monitoring Form

Returning your Application

Please complete the Job Application Form, Equal Opportunities Monitoring Form, Employment Self-Declaration and Disclosure Form (below) and return to Filsan Osman at Filsan@klsettlement.org.uk

Dates

Closing Date for Applications: **21st July 2024**

Interview Date: **TBC End of July**

Help & Further Information

If you'd like to have an informal conversation about the role or talk about this position in more detail, then please contact Paula Robertson Paula@klsettlement.org.uk and 02072232845

Good luck!

Head of Refugee Family Programme

Job Description

Job Title:	Head of Refugee Family Programme
Position:	Permanent contract
Salary:	Starting at £40,000 dependent on experience + 5% pension employer contribution
Hours:	Full Time
Holidays:	25 days per year + Bank Holidays (pro rata)
Responsible to:	Chief Operating Officer
Location:	Hybrid

About Katherine Low Settlement

Katherine Low Settlement is a busy, local charity that has been serving Battersea and the wider Wandsworth community since 1924. We are dedicated to building stronger communities and enable people to challenge and find ways out of poverty and isolation.

We run a range of our own community services to support older people and children, young people, and their families from refugee communities. We campaign for social change. We incubate and support other charities and social businesses to thrive. Each week we work with 30+ charities and community groups supporting more than 1,000 people. Visit: www.klsettlement.org.uk

The Board and CEO are looking for an inspiring, solutions-focused, and forward-thinking leader. You will bring strong relevant experience in developing, delivering, and growing an all-age person-centred holistic programme. As an accomplished communicator you will bring a proven track record in building and maintaining strong working relationships with a diverse range of internal and external stakeholders.

Role Purpose

Provide strategic leadership for KLS' Refugee Family Programme, ensuring that programme direction and delivery is strategically aligned, responds to learning and changes in context, and maximises our impact in the community.

Key Responsibilities

- Providing clear and steady leadership and management to all aspects of our newly formed Refugee Family programme, which has grown out of previous separate projects to better meet the holistic needs of people we support.

- Managing and developing the budget and finances; whilst supporting the fundraising lead to secure its financial viability.
- Directly lead the scoping and planning of the Refugee Family Programme Strategy to:
 - Develop and expand existing programmes.
 - Identify opportunities to create, innovate and improve projects within the Refugee Family Programme - such as community outreach workshops, advocacy support, Educational Classes, and Groups, Mentoring and Clubs - to meet the needs of the people we support and those who may need our support in the future.
 - Undertake regular horizon scanning and environmental analysis to ensure KLS has a full understanding of the potential for growth and programme development associated with the current, future and changing demand and need.
 - Build and maintain effective networks and partnerships that will ultimately support people to realise their potential.
 - Work with the Chief Operating Officer to develop appropriate processes, systems and working practices that create a continuous improvement approach and ensure insights-based impact reporting, evaluation and decision making.
 - Through effective networking and building of positive relationships, act as an ambassador for the organisation to effectively promote and raise awareness of both the organisation and its work.

Main Duties and Responsibilities

- Provide strategic and operational leadership to your direct reports and overall team to achieve both the organisation's overall vision and ensure excellence in delivery.
- Devise and design programme concepts and specifications and provide strategic recommendations for programme developments using effective research, planning, monitoring, and evaluation, ensuring projects meet needs of individuals, families, and the community.
- Ensure our programme delivery model is financially viable and sustainable, and underpinned by quality, effectiveness, and efficiency.
- Maintain oversight of the deployment of financial, people and organisational resources, ensuring effective budget management and use of resources across all programme delivery teams.
- Engage proactively with relevant stakeholders, networks, and particularly those who benefit from our projects, to support and directly inform the design of person-centred services.
- Continue to build and sustain strong relationships with our families and young people.
- Ensure programme delivery adheres to legislative requirements, good practice guidance and organisational policies and procedures.
- Ensure a proactive culture of continuous review of programme-based procedures, systems, and controls to ensure they are fit for purpose, provide

person-centred support and outcomes, and safeguard the organisation and those we support.

- Cultivate links with other organisations with a view to identifying opportunities for collaboration and partnership working.
- Contribute at a strategic level to the capacity building, organisational development, resilience, sustainability, and impact of the organisation.
- Effectively build evidence, including the quantification of the positive impact of current / future programmes, utilising lived experience examples where appropriate. Work closely with colleagues to enable effective external messaging and communication including external fundraising activities.
- Work with fundraising lead to co-produce compelling cases for support for potential funders.
- Represent the organisation externally at relevant networks, forums and events as required.
- As a senior leader in the organisation, visibly demonstrate KLS' values and drive a positive, collaborative, and inclusive culture across the organisation.

Administration

- Recruit, train, manage and support the team, holding regular supervision sessions, annual appraisals and appropriate training and development.
- Ensure performance management and quality systems are in place to monitor and evaluate the project's work, processes.
- Follow KLS' safer recruiting process and ensure safeguarding members is a priority across the team.
- Ensure all member and project records are kept up to date on Salesforce.
- Work with the Senior Leadership and Finance Director to manage the programme budget, maintain financial records, monitor income and expenditure against budgets and targets, and report regularly and accurately to KLS' Senior Leadership Team and Board of Trustees.
- Oversee the team's use of our database, Salesforce, for managing the programme, ensuring data accuracy and completeness, and working with external consultants to customise and integrate the database with KLS' website, referral, and evaluation forms.

Safeguarding

- Responsible for embedding safeguarding best practice and ensuring adherence to policies and procedures across the programme team, ensuring that safeguarding is at the forefront of KLS' delivery.
- Act as the Designated Safeguarding Lead for the Refugee Family Programme Team, working with Safeguarding Officers and Duty Leads to ensure all safeguarding concerns are managed and recorded appropriately and safeguarding cover is maintained across the team in line with KLS' procedures.

Skills and Experience

- Extensive leadership and management experience, coupled with a track record of leading the strategic development of services for adults and children (of all ages) from the refugee community that improve their access to education and justice, reduce their isolation and improve their ability to navigate their journey.
- Extensive experience of working with people from vulnerable groups, especially children and young people, ensuring that clients' needs are at the forefront of service planning and delivery.
- Experience of working with refugee communities.
- Up to date knowledge of the English education system, rights to education, the barriers facing refugee communities in accessing education and how these might be addressed.
- Understanding and experience of safeguarding, and health & safety (including trips and residentials for children and families), in theory and in practice.
- Experience of providing advice and advocacy support to people from vulnerable groups.
- Direct involvement in adopting a strategic approach to either replicating existing or developing new services / programmes in response to anticipated future demand or a change in the landscape.
- Evidence of successful strategic and operational resource management
- Proven ability to establish and maintain relationships with key internal and external stakeholders at a senior and strategic level.
- The ability to take a creative approach in respect to packages of support.
- Strong approach to performance management with the ability to define and measure outcomes of success.
- Excellent verbal and written communication skills with the ability to effectively represent the organisation.
- Financial acumen in relation to costing programmes and managing and monitoring budgets.
- Strong problem solving and strategic planning capability with creative skills and the ability to meet deadlines.
- Proven skills in influencing, communicating, and working collaboratively with a range of stakeholders.
- The ability to drive and deliver change using a range of influencing, negotiation, facilitation, and process skills.

Personal Qualities

- Highly self-motivated with effective leadership style and a self-managing "can do" attitude.
- Self-directed, results driven and able to multi-task with resilience and adaptability.
- Strong collaborative spirit
- High levels of personal and professional integrity
- Strong attention to detail and quality
- A commitment to diversity and inclusion

- Willingness to challenge stereotyping, prejudice, discrimination, and bias
- Passionate about social justice, education and championing the values of older people and families from refugee communities and their value to society.
- Outstanding interpersonal and communication skills
- Trustworthy, non-judgemental, caring, and compassionate, proactive, self-motivated, and hardworking
- Clear commitment to our values:

Further Information

- Katherine Low Settlement is committed to equal opportunities
- All offers to work at Katherine Low Settlement are subject to satisfactory references, which is standard KLS policy applicable to all roles. KLS also ask for an enhanced DBS (formerly known as CRB) check
- You will adhere to matters of confidentiality concerning this role and the KLS team

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.