



HACKNEY MIGRANT CENTRE (HMC) CHIEF EXECUTIVE OFFICER (CEO) JOB DESCRIPTION

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JOB TITLE:	Chief Executive Officer (CEO)
HOURS:	28 hours per week (0.8 FTE)
CONTRACT:	Permanent
SALARY:	£54,701 FTE inclusive of £4,226 London Weighting (actual salary for 0.8 FTE/4 days per week: £43,761)
OTHER BENEFITS:	8% employer pension contribution, 25 days of annual leave plus Bank Holidays (pro rata) and an established Christmas closure period (subject to Board approval), Time Off in Lieu (TOIL) scheme.
ACCOUNTABLE TO:	HMC's Board of Trustees, Line Managed by the Chair

We are seeking an enthusiastic and highly motivated Chief Executive to assume overall responsibility for the management of HMC. The purpose of this senior leadership role is to lead the organisation in fulfilling its purpose of supporting migrants in Hackney and the wider London community, ensuring they can access their rights and overcome injustices in the immigration and social welfare system.

About us

Hackney Migrant Centre (HMC) is a community-based charity providing free legal advice, casework support and holistic advocacy services to refugees, asylum seekers and vulnerable migrants.

Approximately 50% of the people we support are homeless, and many are experiencing destitution due to precarious immigration status, the No Recourse to Public Funds (NRPF) restriction or while living undocumented in the UK. HMC's work is informed by our vision of a UK where no one is forced into destitution, exploitation, or vulnerability because of their immigration status.

HMC is currently a small team of 7 employees (4.3 FTE). The team includes a CEO, Community Manager and Administrative Support Officer, working closely with our Immigration Team (Immigration Solicitor, Immigration Caseworker, and Access to Justice Coordinator) and our Housing & Destitution Caseworker. We work with a larger team of up



to 60 volunteers, many of whom have been with HMC since its inception in 2008. Half of our volunteers have lived experience of migration (a third have accessed support from HMC themselves). We also collaborate closely with several specialist organisations, including Islington Law Centre and Jesuit Refugee Service UK.

About our services

Our services are guided by a tailored, holistic and person-centered approach designed to address immediate needs while working to remove the barriers to long term stability. Our 4 service areas are:

- **Immigration representation, advice & casework support:** Diagnostic immigration advice, with onward legal representation and casework support, prioritising vulnerable migrants with a range of immigration needs, including Long Residence (20-year) applications, applications for survivors of Domestic Violence, Asylum work and Leave Renewals.
- **Housing & Destitution advice & casework support:** Advice pre-status and post-grant, including advice on housing and welfare to move from homelessness and destitution toward stability, incl. homeless applications to local authorities, referrals to shelters and applications for welfare benefits.
- **Holistic Advocacy:** A broad range of advocacy services delivered by our volunteers, linking migrants with community and statutory support services, including healthcare, banking, transport, food and baby banks, individual grant programmes and ESOL.
- **Community Building: Activities and spaces fostering community,** and reducing social isolation, while encouraging peer-to-peer support and opportunities to develop confidence and skills in the community.

We are based in our office in Stoke Newington, but we also offer regular community sessions in a local church hall on the 2nd and 4th Wednesday of every month. We call these sessions our 'Wednesday Service'. The Wednesday Service has historically been the heart and soul of HMC, and it continues to play a key role in our service delivery, accessibility and community presence.

About the role

HMC is seeking a Chief Executive to drive our mission forward and deliver our strategic aims and objectives, with the Board of Trustees delegating authority and oversight for all areas to the Chief Executive.

The Chief Executive will lead the management of the organisation, including its staff and service areas, ensuring good working practices and adherence to HMC's policies. The Chief Executive will advise the Trustees on the strategic direction of HMC, promoting HMC's vision and values, and ensuring the organisation meets the aims set out in HMC's Strategic Plan. The Chief Executive will also hold full responsibility for the organisation's



finance and fundraising, ensuring financial sustainability and building and maintaining relationships with partners and funders.

Responsibilities include:

Leadership and strategy

Provide strategic leadership that strengthens organisational sustainability, build external partnerships and develop an inclusive and effective organisational culture.

- Lead organisational development and sustainability, ensuring services remain aligned with visitor needs and HMC's strategic objectives.
- Build and maintain effective relationships with funders, partners and key stakeholders across the migrant, asylum seeker and refugee support sector.
- Foster an inclusive, supportive and high-performing culture.

Finance and fundraising

Lead HMC's financial sustainability through effective financial management, fundraising, grant stewardship and strategic partnership development.

- Develop and deliver the fundraising strategy, securing funding and partnerships so that HMC can fulfil its charitable objects and continue to build sustainability.
- Build funder relationships and deliver quality grant management, including reporting and impact monitoring.
- Oversee financial operations with the Treasurer, accountants and bookkeeper, ensuring accurate records, effective payroll and cashflow management, and monitor expenditure in accordance with funding agreements.
- Lead HMC's financial management, budgeting and financial reporting.

Staff management and support

Provide effective leadership, support and oversight to staff and volunteers, ensuring a well-managed, communicative and trauma-informed organisation.

- Line-manage and develop key HMC staff.
- Maintain effective staff policies, procedures and internal communication.
- Ensure staff and volunteers are equipped to work safely and effectively with migrants and people who have experienced trauma.



Service delivery

Ensure safe, effective and sustainable service delivery through strong oversight, regulatory compliance and safeguarding.

- Oversee service quality and effectiveness, ensuring services remain responsive to external changes and visitor needs, and aligned with organisational capacity and strategic priorities.
- Ensure high standards of casework management, client care and record keeping, including compliance with Immigration Advice Authority (IAA) requirements.
- Act as Designated Safeguarding Lead (DSL), ensuring effective safeguarding practices and appropriate responses to concerns involving visitors, staff, volunteers and partners.
- Ensure appropriate processes are in place, including data protection, risk management, and health and safety (including Food Safety & Hygiene), across HMC's services and premises.
- Support the Community Manager in delivery of our Wednesday Service and volunteer management.

Governance

Support trustees to fulfil their governance responsibilities and contribute actively to HMC's strategic priorities.

- Act as the primary contact for the Board of Trustees, providing regular reports, updates and support for Board and Subcommittee meetings.
- Support the board in effective governance, risk management and informed decision-making, ensuring significant risks and issues are identified and addressed.
- Ensure organisational policies remain fit for purpose, legally compliant and regularly reviewed.

Campaigning and policy

Lead HMC's advocacy, policy and communications work to amplify the voices of migrants and influence positive change through partnerships and public engagement.

- Lead HMC's policy, campaigning and advocacy work, informed by the experiences and priorities of visitors.
- Build partnerships and contribute HMC's expertise to the wider immigration and migrant rights sectors.



- Advocate publicly for the rights of migrants, refugees and asylum seekers.
- Oversee HMC's external communications and public profile.

Additional responsibilities

- Undertake other duties as required to ensure the smooth running of HMC.
- Undertake any other activities in fulfilment of the charity's objects.
- Represent HMC at external groups and networks.

Recruitment activities

- 3 September: Applications close
- 14 – 18 September: First round interviews
- 23 September: Second round interviews
- Two professional references will be requested if successful at interview
- The successful candidate will be required to undergo an appropriate level of DBS check

How to apply

If you would like to apply for this position, please provide a Covering Letter (no more than two pages) and a CV, demonstrating how you meet the requirements in the person specification below, via the [CharityJob application system](#).

We know that women and people from marginalised or underrepresented groups - including people of colour - tend to apply only for roles where they meet 100% of the criteria. We encourage you to apply if you have an interest in the role even if you do not meet all the criteria below, particularly if you have lived experience of migration.

Please note that we can only accept applications from candidates who have the right to work in the UK. If you do not have the right to work in the UK but you are interested in supporting HMC, you may wish to volunteer with us. We will periodically advertise volunteer opportunities on our website here: www.hackneymigrantcentre.org.uk.



Person Specification

<u>Most important</u>	Strategic leadership and organisational development Provides clear strategic leadership while taking a hands-on role in delivering organisational priorities. Balances long-term planning with day-to-day operational oversight, ensuring services remain responsive to visitor needs and aligned with HMC's values and objectives. Fundraising, including grant applications Comfortable taking a direct role in developing funding proposals, managing funder relationships and reporting on outcomes and impact. Leading and developing teams in changing and challenging environments Has experience of leading and supporting small, committed staff and volunteer teams in resource-constrained and fast-changing environments. Creates a supportive and accountable culture, providing practical guidance, supervision and development while maintaining a clear focus on organisational priorities. Partnership and stakeholder management Builds strong and productive relationships with funders, community organisations, statutory agencies and sector networks. Represents the organisation externally and works collaboratively with others. Financial management Has experience of managing organisational budgets and financial processes in a charity or similar setting. Is confident working closely with trustees to oversee budgets, monitor expenditure, manage cashflow and ensure financial sustainability. Charity governance law and essential/best practice Has a sound understanding of charity governance, legal compliance and good practice. Works effectively with trustees, supports strong governance processes and ensures organisational policies and procedures remain fit for purpose. An understanding of the challenges faced by refugees, asylum seekers and migrants in the UK, whether through professional
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	experience, study or lived experience
<u>Important</u>	Safeguarding leadership Demonstrates a strong commitment to safeguarding and is able to take responsibility for responding appropriately to concerns. Ensures safeguarding requirements are embedded within organisational policies and practice. Trauma-informed management Understands the impact of trauma and can support staff and volunteers working with people who have experienced significant hardship and exclusion. Governance and risk management Can identify, assess and manage organisational risks in a small charity environment. Supports trustees to ensure appropriate oversight of operational, financial, safeguarding and reputational risks. Communications and advocacy Communicates effectively with a wide range of audiences
<u>Desirable</u>	Direct experience of immigration advice services Direct experience of housing and destitution services Campaigning and policy experience