

International Operations Manager - Application Guide

We look forward to receiving your application!

To apply, please send us the following via email:

1. **Your CV**
2. **A cover letter that answers the questions below**

Please also complete our separate Equal Opportunities Form: <https://forms.office.com/e/gzxtmGacmR>

Cover Letter Questions:

We want to hear about your transferable skills, experiences, and why you would love to work with us! To make this as straightforward as possible, please answer the following questions (which are based on the Person Specification):

1. **Please explain why are you interested in this role and working at Safe Passage International?** (Person Specification point 10)
2. **What experience of people and/or HR management or coordination do you have that would help you thrive in this role?** (Person Specification points 1 and 2)
3. **Why do you think it is important for a charity to ensure its values are implemented through its internal work and how do you think this role can contribute to that? Provide relevant examples from your own experience if you can.** (Person Specification points 3 and 4)
4. **What interpersonal and organisational skills do you possess that will help you to deal professionally and collaboratively with people across multiple teams and external partners, in a busy and cross-cultural working environment.** (Person Specification points 5, 6 and 7)

You can submit your Cover Letter either written as a two-page Word document or PDF; or verbally as a 5-minute audio or video file.

Evidence does not need to be from paid work and can include examples from volunteering, support in your local community, internships, work experience, or knowledge you've gained in any other way.

In particular, people who have lived experience of seeking sanctuary are the experts in our work at Safe Passage. If you have this kind of experience, we would encourage you to note this on your application.

Submitting your application

Closing date: Sunday, 23rd June at 11.59 pm.

Email your CV and Cover Letter to: recruitment@safepassage.org.uk with the Email Subject Line: First name, Surname, International Operations Manager, Application. Attachments should be titled First name, Surname, Cover Letter or CV.

Digital files: we welcome applications via different mediums! You can submit your Cover Letter written as a two-page Word document or PDF; or verbally as a 5-minute audio or video file.

If you prefer to submit your application as an audio or video recording, please upload your answers to YouTube as either a public or a private video. We do not accept multiple mediums or video/audios longer than 5 minutes. You should then check your privacy settings and share the link with us in your email alongside your CV and any required passwords. Please note, we only accept video and audio files via YouTube.

More information about the role

If you are excited by this role and working at Safe Passage but do not have all the experience you think is needed, we would encourage you to apply anyway and reach out for a chat beforehand to discuss why you would like to apply for the role and what skills or experiences you think are relevant.

For an informal conversation about this role, please email Jasmin, our Head of Operations & People, on hr@safepassage.org.uk. Please note these conversations are for candidates who feel they may not meet the full person specification criteria.

Diversity, Representation, Inclusion (DRI)

It is so important to us at Safe Passage that we do as much as possible to make our application process accessible and inclusive, so that we ensure our staff team is diverse and representative. Without a truly diverse and representative workforce, we will not be able to deliver the best work possible for our clients. We also have a DRI Working Group that meets every three weeks and a DRI Action Plan that all teams are responsible for moving forward.

To help us monitor and improve in this area, please complete our Equal Opportunities form linked below. It is completely anonymous, confidential, and separate from the application process. Hiring managers do not have access to these forms.

Equal Opportunities form: <https://forms.office.com/e/gzxtmGacmR>

Positive action

We believe in and support positive action in the workplace at Safe Passage. This involves taking targeted steps to address underrepresentation or disadvantage experienced by people with characteristics protected by the Equality Act 2010, including age, race and ethnicity, disability, gender reassignment, sexual orientation, sex, religion or belief, marital status, and pregnancy. It is about ensuring equality of opportunity for people in protected groups.

Additionally, we are committed to taking positive steps to employ, retain and develop the abilities of our staff with mental and/or physical disabilities. If you are thinking of applying and have a particular need that we would need to support as an employer, please do get in touch at any point of the application process via hr@safepassage.org.uk.

We value equality and diversity in our organisation, and are striving to build a workforce reflective of the communities we work in. We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, or disability. People with refugee or asylum-seeking backgrounds are experts by experience and are particularly encouraged to apply.

As a refugee charity, we offer a guaranteed interview for people with direct lived experience of seeking asylum who meet most of the essential criteria outlined in the Person Specification. If you have first-hand experience of applying for asylum in any country, please let us know in your application.

We respect that people's identity is not defined by their past experiences and do not expect candidates to describe their lived experience during the interview process unless they wish to.

Feedback

We welcome feedback on the application process and encourage you to contact our Operations Team via hr@safepassage.org.uk with any feedback that will help us improve our inclusive recruitment processes in the future, with both positive reflections and suggestions for development.

As a small charity, we are unfortunately unable to provide feedback on CVs and Cover Letters, however, we do provide tailored feedback to all candidates who are invited to interview.

To hear about what it is like to work at Safe Passage, please continue reading onto the next page.

We wish you the best of luck with your application and look forward to hearing from you!

Safe Passage is a company limited by guarantee, registered in England and Wales with the registered office PO Box 79446, London E2 2HS Company number: 11136659 and registered charity number: 1179608. Safe Passage International is regulated in the UK by the OISC with the authorisation number N201800034

About Safe Passage International

Safe Passage International (SPI) was founded in late 2015 in response to what became known as Europe's modern 'refugee crisis'. We believe every person has the right to be safe, safe to be with their family and safe to rebuild their lives. Our vision is a world where the people who need it have safe passage to a place of safety, family and justice. We do things differently - championing the rights of refugees and displaced people as they flee persecution, using the law to help them access safe routes to a place of safety. We work alongside refugees to campaign for change and build public support for safe passage for all. To date more than 2,000 individuals have travelled to safety through our work.

In 2021, we were the winner of the Charity Awards Campaign and Advocacy Prize and in 2022, the Safe Passage Young Leaders won a Sheila McKechnie Foundation award for the Amplifying Voices category. We have also received awards from Liberty and the Guardian.

In a year when the need for safe passage for refugees has been brought into even sharper focus, you would be joining an organisation at the forefront of advocating for safe routes to protection.

Working at Safe Passage International

We are an international organisation with around 40 members of staff supporting refugees to access safe routes to sanctuary. Our teams cover three offices, based in London, Paris, and Athens. We are also privileged to receive support from our committed volunteer pool, a dynamic network of grassroots campaigners, an international Board of Trustees, and a brilliant group of Young Leaders.

We are ground-breaking, determined, and compassionate. We enjoy creativity, imagination, challenge, and a good sense of humour. We work hard to deliver excellence for all our partners: clients, donors, and other strategic partners. We look for talented, passionate colleagues to join our team and take us further.

As an ambitious organisation, we invest in our staff and volunteers and aim to help everyone fully achieve their potential. We believe flexible working patterns are beneficial to staff and the organisation and try our best to accommodate requests where possible, in line with our Flexible Working Policy.

SPI employee benefits:

- ✓ Full 'induction fortnights' for all new staff to meet the whole SPI team, learn more about our work, and receive the support needed to understand your new role fully.
- ✓ Regular supervision, mentoring, training, and development to help you thrive in your role. We are committed to providing training and support at every level.
- ✓ Flexible working is the norm and we also have fully functional 'time off in lieu' guidance for times when work may be required outside of normal working hours.
- ✓ UK staff are entitled to work from home up to 2 days per week and applications are also considered for remote work.
- ✓ 25 days annual leave (pro-rata) and an extra day of annual leave for each full year of service up to a maximum of 30 days. Bank holidays and additional discretionary leave in December between the Christmas and New Year period are in addition.
- ✓ 5% employee and 5% employer pension scheme from day one of employment.
- ✓ An enhanced family leave policy that is applied equally to both new parents.
- ✓ We have a Wellbeing Working Group and a Diversity, Representation and Inclusion Working Group that meet regularly, and all staff are welcome to join. We are committed to consistently improving our working environment.
- ✓ An Employee Assistance Programme for free legal and health advice, as well as access to free counselling services.