



HACKNEY MIGRANT CENTRE CHIEF EXECUTIVE OFFICER

JOB DESCRIPTION

JOB TITLE: Chief Executive Officer
HOURS: 35 hours per week
CONTRACT: Permanent
SALARY: £50,389 (NJC Scale 38, progressing annually to Scale 41 and including £3,925 London Weighting)
ACCOUNTABLE TO: Board of Trustees, line managed by a designated Trustee

RESPONSIBILITIES OF THE POST

The main responsibilities, working closely with HMC's Board of Trustees, are to:

- Develop and implement HMC's strategic aims, objectives, and organisational planning.
- Lead on HMC's service delivery and regularly review performance, in line with HMC's strategic plan and agreed objectives, and consistent with its vision, mission and values.
- Ensure that a high-quality service is delivered to HMC's visitors, and that the voices of visitors are at the centre of HMC's strategy and development.
- Oversee the recruitment, supervision, and management of staff.
- Take responsibility for the sustainability of the organisation, by ensuring that procedures are in place to safeguard and manage its financial stability and ensure principles of good governance are applied to the organisation.
- Support the Trustees in the development and implementation of HMC's Equity, Diversity, and Inclusion (EDI) Action Plan and commitment to EDI.
- Support the Volunteer and Participation Manager in the development and implementation of HMC's participation strategy.

Leadership and Strategy

- To work with staff, visitors, volunteers, and Trustees to ensure the stability of the organisation; identify relevant opportunities for organisational development, with primary focus on the needs of visitors and alignment with our strategic aims.
- To take responsibility for developing and maintaining strong relationships with other relevant organisations including funders, charities, community-led groups, local councils, health authorities, and other groups dealing with the rights and welfare of migrants, asylum seekers and refugees.
- To foster an inclusive working environment, be an approachable leader who can provide practical support, be an effective communicator, and champion the development of our staff team.

Service Delivery

- To be responsible for the successful management of the weekly advice service, ensuring the sessions are conducted in a welcoming and safe manner, and run smoothly and effectively for the staff, visitors, volunteers, and external advisors.
- To continually review the effectiveness of HMC's service delivery, ensuring it responds to changes in the external policy environment and the needs of HMC's visitors.
- To oversee casework management; including ensuring a high-quality service based on good record keeping, excellent client care practices and manageable caseloads.
- To be responsible for ensuring appropriate processes are in place, and implement measures to safeguard visitors, staff, volunteers and external advisors, including in relation to the handling of personal data.

Finance and Fundraising

- To be responsible for the effective financial management of the charity including all income generation and expenditure; oversee and manage the responsibilities of the Operations Manager and the Fundraising Officer, with the support of the Treasurer.
- To work closely with the Fundraising Officer to develop and implement a fundraising strategy to attract new funding, partnership opportunities, and secure multi-year grants, so that HMC can fulfil its charitable objects.
- To oversee funding applications and to ensure high quality grant management including sending reports to funders, keeping them updated of our work and impact.

Governance

- To support the board in ensuring good governance at HMC, including identifying, managing, and mitigating operational and strategic risks, and ensuring that such issues are brought to the prompt attention of the Trustees.
- To work with the board to ensure that HMC's policies are suitable, meet legal and operational requirements, and are reviewed regularly and in a timely manner.

Campaigning and Policy

- To develop and set priorities for campaigning and policy work arising out of HMC's frontline work, informed by the lived experience of our visitors and addressing the issues that are important to them.
- To support the staff team, volunteers and visitors to build partnerships, campaign with relevant organisations and use HMC's knowledge to support the broader immigration sector and migrant communities.
- To advocate for the rights of migrants, refugees, and asylum-seekers at public fora, in written, and other media.
- To oversee HMC's external communications.

Staff Management and Support

- To line-manage the Operations Manager, Immigration Manager, Fundraising Officer, and two Housing and Destitution caseworkers (under review), and ensure they are supported and developed in their roles.
- To ensure that HMC has a full range of staff policies and procedures, including a staff appraisal and development programme, and that these are regularly reviewed and implemented.
- To take responsibility for ensuring robust communication throughout the organisation.
- To ensure that staff and volunteers are equipped to work with people who have lived experience of the UK migration system, with people who have experienced trauma, and to deal with traumatic material.

Additional Responsibilities

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

Person Specification: Items marked **E** are essential, and **D** are desirable

<p><u>Experience</u></p>	<p>E – Experience of managing a team and developing staff, including senior staff / managers</p> <p>E – Experience of managing front-line service delivery for vulnerable people</p> <p>E – Experience in developing and implementing strategy for an organisation</p> <p>E – Understanding of casework and casework management</p> <p>E – Experience of managing budgets</p> <p>D – Experience of working with people who have lived experience of the UK migration system, with people who have experienced trauma, and/or with traumatic material.</p> <p>D – Experience of implementing good monitoring and evaluation practices, including the collection of case studies and feedback</p> <p>D – Experience managing a small charity</p> <p>D – Experience of working with volunteers</p> <p>D – Experience of leading an organisation through a period of change/growth</p>
<p><u>Knowledge</u></p>	<p>E – Working knowledge of the impact of immigration policies on migrants and housing options available to people with insecure immigration status</p> <p>E – Good understanding of financial accounting and budgeting in voluntary organisations</p> <p>E – Understanding of the needs of vulnerable or marginalised people</p> <p>E – Knowledge of charity governance law and Charities Commission essential and best practise requirements for charities</p> <p>E – Understanding of safeguarding principles</p> <p>D – Strong understanding of organisational risk management</p>
<p><u>Qualities</u></p>	<p>E – Demonstrable commitment to migrants’ rights and an approach to working that fosters solidarity, empowerment, and anti-racism</p> <p>E – A motivated self-starter capable of working with limited supervision</p>
<p><u>Skills and abilities</u></p>	<p>E – The ability to foster positive relationships throughout the organisation</p> <p>E – Good written and oral communication skills in English, especially an ability to communicate our work to different audiences and communicate with individuals from a variety of backgrounds</p> <p>E – Strong IT skills, and experience in database management</p>