

Job Description and Person Specification

Director of Operations

Hours: 37 hours per week

Salary: £43,050

Holiday entitlement: 28 days plus 8 statutory Bank holidays

Location Based: Home-Based

Reporting to: Chief Officer

Closing day for submission of applications: 6th May at midday

Email for job submissions: info@cityofsanctuary.org

Interview Day: 14th May

About City of Sanctuary

City by city, community by community, City of Sanctuary (CoS) is building welcome for people seeking sanctuary across the UK. So that wherever people seeking sanctuary go – whether it be schools, services, businesses, faith and community groups, or their own neighbourhoods and streets, they will find people who welcome them and understand why they are here. City of Sanctuary UK (the umbrella body) coordinates and facilitates networks, including grassroots refugee supporting organisations (over 126 in villages, towns, cities and regions), Sanctuary Ambassadors, local authorities and mainstream organisations (each sector is called a stream), which includes schools, FE colleges, universities, arts, libraries and museums and faith institutions. The City of Sanctuary movement is guided by a Charter which outlines who and what we are. Our aim is to build a movement of welcome for all, but particularly for people seeking sanctuary.

PURPOSE OF THE POST

The Director of Operations will work as part of the management team (which includes the Chief Officer and Communication and Campaigns Manager) to develop and implement the organisation's strategy and operational plans and to build the longer term sustainability of the organisation. They will be required to deputise for the Chief Officer in their absence and assist in the overall management of the organisation. As part of the management team the role demands a high level of flexibility, initiative and commitment.

The Director of Operations will have lead responsibility for overseeing the day to day operations and coordinating external partnerships and relationships. Operational oversight includes the two core pillars of work:-

1. Streams of Sanctuary programmes and awards (by streams we mean mainstream sector e.g. schools)
2. Coordination and development of network of refugee supporting groups

We are looking to increase the effectiveness and efficiency of our operations and build plans that can enable the sustainable growth and planned expansion of the streams of sanctuary programmes and awards. We also aim to build the capacity of our network of groups and ensure that we are responsive to their needs (given the turbulent external environment in which they operate). We want the core operations of the organisation to be robust and to meet the needs of our strategic objectives.

The postholder will also work with the Chief Officer to design and improve our monitoring, evaluation and learning across the organisation in line with our new strategy. This will include developing new data collection instruments, theory of change, indicators for awards programmes and contributing to the designing and project management of independent evaluations); and also day-to-day delivery of the impact reporting needs of the organisation. This role will also support the Chief Officer in fundraising efforts.

KEY RESPONSIBILITIES

1. Management

- (a) In conjunction with the Chief Officer provide leadership and management to develop an ambitious and realistic strategy to maximise the impact of the organisation.
- (b) Deputise for the Chief Officer in the day-to-day management (in their absence).
- (c) Work closely with the Chief Officer in the development of working papers for the trustees, attending meetings as required.
- (d) Line manage a team (including consultants) and provide support for the whole team to continuously develop skills and experience and support career development aspirations.
- (e) Work with the Chief Officer to ensure safeguarding policy and procedures are implemented, reviewed and that staff are trained and supported.
- (f) Keep informed about wider issues and policies that might affect the City of Sanctuary's work.

2. Operations

- (a) Coordinate the College of Sanctuary stream until such time as we can increase staff capacity.
- (b) Lead on translating strategic objectives into achievable operational plans.
- (c) Oversee operations, including reviewing and implementing operational procedures and systems to increase efficiency.
- (d) Develop improvement strategies and drive quality standards including identifying efficiencies and ways of scaling impact (without necessarily requiring the significant increase of resources).
- (e) Working with the Chief Officer to ensure we have a robust impact, monitoring and evaluation plan and processes in line with the organisation's strategy including:-
 - Review and iterate improvements to the data collection processes and develop infrastructure for impact measurement
 - Ensure that data collection is taking place accurately, ethically and securely, through data review and analysis

3. Partnership Development

- (a) Act as a key representative of City of Sanctuary and support the safeguarding of our values and reputation.
- (b) Support the development and maintenance of effective partnerships with a broad range of stakeholders.
- (c) Remain personally engaged with the on the ground delivery of City of Sanctuary group work

4. General

- (a) Undertake administration tasks and maintain administrative records as required, including, but not limited to, information required for monitoring and evaluation purposes
- (b) Liaise closely with members of networks, the UK staff team and trustees.
- (c) Attend network-wide meetings when necessary.
- (d) Work as part of the team to deliver on UK wide events, such as our Annual Conference & AGM and the Sanctuary in Politics Courses.
- (e) Provide reports for internal purposes as well as contributing to funders reports when required.
- (f) Work within City of Sanctuary Policies and Procedures at all times.

- (g) Take part in training, learning and development as required by the role.
- (h) Carry out additional duties that may be reasonably expected.

PERSONAL SPECIFICATION

1. Experience

- (a) Experience in a leadership role and of managing and building teams.
- (b) Proven ability to effectively manage risk, recognising potential impact of decisions across all parts of the organisation.
- (c) Experience of deputising for a Chief Officer (desirable).
- (d) Experience in an operations role including designing and maintaining processes, systems and policies and implementing operational plans.
- (e) Experience of collating and assimilating complex information to create high quality, compelling concept notes, bids and reports.
- (f) Experience of promoting an organisation through a variety of networks to increase profile, a track record of building professional relationships and experience of working in partnership, including building cross-sector relationships and partnerships.
- (g) Experience of working in organisations with limited resources and ability to oversee operational as well as strategic details.
- (h) Experience of developing impact, monitoring and evaluation plans and processes.

2. Skills

- (a) Excellent attention to detail and ability to convey complex information clearly and concisely.
- (b) Strong monitoring and evaluation skills, including analytical and data handling skills
- (c) Able to work collaboratively with people from varied teams across the organisation.
- (d) Exceptional communication, collaboration, influencing and problem solving skills.
- (e) Proficient IT skills, including experience of using databases.
- (f) Strong inter-personal skills of listening, questioning, feedback and rapport building.
- (g) Excellent project management, planning and organisational skills, with ability to negotiate and manage multiple priorities.

3. Knowledge

- (a) Knowledge and understanding of the refugee and third sector.

- (b) Good understanding of the asylum and refugee policy and processes and understanding of the experiences of people seeking sanctuary.
- (c) Understanding of the education system in the UK (desirable).

4. Qualities

- (a) Must be passionate about our work and clearly demonstrate a commitment to the vision of the City of Sanctuary, preferably through involvement in a City of Sanctuary group or stream.
- (b) Align with City of Sanctuary core values and be committed to leading with kindness and compassion.
- (c) Be diplomatic and patient in building relationships and partnerships.
- (d) Self-motivated, resilient and calm under pressure, able to adapt to changing situations and cope with varied work programmed (whether it be working alone or in collaboration with others).

Practicalities

The role is home based and requires occasional travel and overnight stays.