

Job Description

Inclusion Development Manager

Job purpose:

Reporting to the Chief Executive Officer or a member of the Senior Management Team, you will lead on the delivery and development of our programme of work relating to three overlapping areas of focus:

- Equity, Diversity & Inclusion
- Client Engagement
- Lived Experience representation and contribution

By engaging and collaborating with others across the organisation you will deliver a program of change to develop new systems and frameworks as well as provide a vital link between the client reference groups and the wider organisation.

Hours: 7 - 10.5 hours per week, 0.2-0.3 FTE, including some evening commitments

Location: Hybrid Working / Mostly Office Based

Contract: Permanent, subject to passing a 3-month probation

Salary Scale: £30,301 – £35,208 per annum plus 6% pension contribution

Annual Leave: 28 days + English Bank Holidays, pro rata

Organisational context

Action Foundation is an award-winning charity that supports and empowers asylum seekers, refugees and migrants in the North East to overcome immediate barriers, integrate with the community, and build skills for the future. The charity delivers its services across the Tyne & Wear region with our main offices being in Newcastle Centre, close to the quayside. Having been established for over 18 years the charity has grown to support over 3,000 people a year with approximately 100 volunteers, 27 staff and a turnover in excess of one million pounds.

Inclusion across the organisation, focuses on three overlapping areas:

1. Equity, Diversity & Inclusion- *Equitable access, fair treatment and opportunity for everyone connected to Action Foundation.*
2. Client Engagement- *Hearing our client's view on our services, culture, values and their experience of life in our region.*
3. Lived Experience – *Individuals with lived experience of the UK immigration system contributing to discussion and decision making at all levels of the organisation.*

Duties & Responsibilities

- Development of Inclusion systems, policy, processes and practices across the organisation by:
 - o Prioritising and scheduling an improvement plan with the support and direction of SMT, ensuring work streams consider resources required and other organisational priorities.
 - o Working across the staff team as a point of connection and coordinator, engaging managers and staff in the collaborative development of specific elements of the inclusion work.
 - o Ensuring the socialisation of new developments across the organisation, promoting their adoption and embedding in normal work practices.

- Facilitation of Inclusion activity across the organisation including:
 - o Leading on the coordination and delivery of our client reference groups.
 - o Engaging and supporting the collection of feedback from clients, volunteers and other stakeholders.
 - o Supporting specific events, opportunities and initiatives that support the aims of the role.
 - o Recognition of good practice and liaising with our communications officer to promote client stories and amplifying lived experience voices.

- Under take relevant training or learning as required to effectively deliver the duties of the role.

- Working with your line manager, to produce progress and performance reports for scrutiny by management or governance groups, ensuring confidentiality and data protection principles are embedded throughout this process.

- Representing the charity and reporting to stakeholders as appropriate.

- Working to maintain and uphold the charity's culture and values.

The above is not an exhaustive list of duties but a key summary of the main responsibilities of this post.

Personal Specification/Key Competencies

Experience & Qualifications

- Managing and developing systems, processes and practices (Essential)
- Developing written policies and procedures (Desirable)
- Experience of safeguarding vulnerable adults in a multicultural setting (Desirable)
- Experience of working with interpreters & those speaking English as a second language (Desirable)

Skills, Knowledge & Abilities

- Coordination skills, including ability work collaboratively and motivate others to achieve a task (Essential)
- Ability to work on own initiative, to solve problems, organise work and meet deadlines (Essential)
- Ability to build productive working relationships with colleagues at all levels (Essential)
- Good written and verbal communication skills, including making presentations to a variety of audiences (Essential)
- Good IT skills and proficiency with Office 365 (Essential)

Other

- Supportive of the ethos and values of the organisation (Essential)
- A desire to support people seeking asylum, refugees, and other migrants (Essential)
- Willingness to undertake relevant training as required (Essential)
- Ability to work flexibly to manage the peaks and troughs of time demands (Essential)

Note

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes
- This post would require the taking up of two references and a DBS check
- Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community