

Job Description

Interaction Project Manager

Job purpose:

Reporting to the Head of Client Services, you will have the primary responsibility for leading and managing the InterAction project. You will ensure the operational planning, budgeting, and delivery of the project is of high quality and in alignment with our strategic plan., including line management of the project officers.

The Interaction project delivers casework to asylum seekers, refugees and migrants across the Tyne and Wear region, runs a weekly drop-in from our premises in Newcastle and delivers two contracts around health access and social inclusion for refugees in South Tyneside.

Hours:	35 hours per week, full time.
Location:	Hybrid Working (1-2 days at home, 3 days in the office) and flexible working
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 2,000 people a year with approximately 100 volunteers, 27 staff and a turnover in excess of one million pounds.

Duties & Responsibilities

- Oversee the effective delivery of the project, ensuring:
 - o Activities are appropriately safeguarded and risk assessed.
 - o OISC accredited and non-accredited casework is provided at scale across the region.
 - o Our weekly Newcastle multi agency drop-in continues to provide support and social interaction.
 - o Specific contracts are delivered according to agreed timeframes and targets.
- Line management of the Project Officers, currently 3 part time.
- Work with the Head of Client Services to build partnerships and network with formal and informal ESOL providers to promote the coordination of ESOL across the region.
- Recruitment and oversight of volunteers in the project, including adherence to safer recruitment and safeguarding processes.
- Support the Head of Client Services in the development of the project to improve practices and identify new opportunities.
- Work collaboratively with colleagues in Action Foundation to ensure effective delivery of services.
- As part of the Leadership Team, support the operational direction of the organisation through input in meetings and contributing to cross-organisational policy and processes.
- Manage the budget for the project and ensure that it is delivered in line with the terms and conditions of any grants and in accordance with Action Foundation's financial monitoring procedures.
- Manage the collection and reporting of accurate and appropriate monitoring data for the project, ensuring confidentiality and data protection principles are embedded throughout this process.
- Work with the Business Development team to further develop the project and lead on submitting reports as required.
- 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 a project or service supporting vulnerable people (Essential)
- Developing networks and partnerships (Essential)
- Recruiting and managing volunteers (Essential)
- Developing written policies and procedures (Desirable)
- Managing safeguarding for a project or service (Desirable)
- Experience of working with interpreters & those speaking English as a second language (Desirable)
- Degree level qualification (Desirable)

Skills, Knowledge & Abilities

- Management skills, including ability to lead and motivate others (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)

- Ability to develop strong, positive relationships with partners and good negotiation skills (Essential)
- A detailed knowledge of the asylum system and issues facing refugees and migrants (Desirable)
- 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)
- A full driving licence and access to own transport (Essential)
- Willingness to undertake relevant training as required (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