

International Operations Manager - Job Description

- **Salary:** £34,250 – 37,500 gross per annum at 1.0 FTE
- **Working pattern:** 1.0 FTE (37.5 hrs per week), or 0.9 or 0.8 FTE. Flexible working requests will be considered.
- **Contract:** Permanent with a 6 months probationary period
- **Team:** Operations Team
- **Location:** This role can be office-based or hybrid, with at least two days each week in the office. The ability to attend some ad hoc events and meetings around London is required too.
- **Reporting to:** Head of Operations & People

Safe Passage International (SPI) is recruiting an **International Operations Manager** to support continuing and sustainable growth in our ground-breaking work to ensure that safe routes to sanctuary exist for all people seeking asylum and that their right to protection is upheld.

You will join a dynamic Operations Team that works hard to ensure seamless operations that empower field and front-line staff to achieve the highest impact possible for the people we work with. The team's responsibilities include people management, compliance, governance, participation, safeguarding, systems, MEAL, wellbeing, diversity, representation, and inclusion. We work across all SPI entities in the UK, Greece, and France, as well as projects operating in other locations, including Poland.

At present, the team comprises a Head of Operations & People, International Safeguarding & Protection Manager, International Operations & MEAL Manager, Youth Campaigns and Participation Manager, International Operations Coordinator and Operations Assistant.

The International Operations Manager will have a primary focus on day-to-day operations and human resources management. We are looking for a values-led operations professional, who is innovative and flexible in their approach to ensure the internal infrastructure of the organisation is equitable and tailored to the people we work with.

This is an exciting time to join a growing team as we respond to significant growth in SPI's work across all international locations.

We value equity and diversity in our organisation and are striving to build a workforce reflective of the communities we work with. We encourage applications from people of all ethnicities, working ages, genders, sex, sexual orientations, faiths (or non), marital status (or non), and pregnancy status. We also have full flexible working policies to support people with disabilities and caring responsibilities. **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.

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 an informal chat beforehand to discuss why you would like to apply for the role and what skills or experiences you think are relevant.

If you would like to arrange this, please contact Jasmin, Head of Operations & People, on hr@safepassage.org.uk

Key responsibilities

Human Resources:

- **Manage HR processes:**
 - Oversee daily HR operations, ensuring legal compliance and best practice in record keeping, including management of the HR inbox and HR database.
 - Manage monthly HR payroll and pension submissions.
- **Promote, diverse, representative, equitable and inclusive work culture:** contribute to creation and maintenance of diverse, representative, and inclusive work culture, with emphasis on wellbeing, HR compliance and employee journey.
- **Address staff needs:**
 - Respond to UK staff HR and health and safety needs including contract variations, flexible working requests, sickness absence, managing annual leave across the organisation, conducting meetings (e.g. exit interviews), and taking minutes where appropriate and as directed by the Head of Operations and People.
 - Collaborate with the current HR consultancy provider (currently Croner) to ensure appropriate HR processes are followed and implemented, as directed by Head of Operations and People.
 - Collaborate with HR providers in the country of each SPI entity to ensure consistent people support is in place across the whole organisation, as directed by the Head of Operations.
- **Performance management:** ensure feedback and performance management processes are followed, recorded and responded to, including exit interviews, probations, appraisals etc.
- **Recruitment and Onboarding:** ensure the effective recruitment, onboarding and induction of new staff, volunteers and trustees, following SPI's inclusive recruitment and positive action procedures, and ensuring compliance with UK employment law.
- **Policies and procedures:** maintain the office manual and staff handbook with a regular review of organisational policies, working to a continuous cycle of improvement.

Operations:

- **Office management:** oversee UK office management, with the support of Operations Assistant, including liaising with building management company and other facilities/supplier companies, ensuring office and remote workers have a great work experience by maintaining a safe, welcoming, and productive office for all UK staff, and appropriate resourcing for a growing team.
- **Health & Safety:** manage Health & Safety for the UK team, ensuring appropriate policies, procedures, insurances and records are in place.
- **Volunteer Programme:** manage the Volunteer Programme, including ensuring appropriate policies and procedures are in place for the recruitment and retention of volunteers across the organisation.
- **Communication Management:** implement and oversee systems for efficient management of the SPI hotline and info@ account, in coordination with relevant colleagues
- **Logistics and Compliance:**
 - oversee travel planning and booking processes and work with the Operations Assistant to ensure international and domestic travel is booked for staff, trustees, volunteers and clients (including logistics for Away Days, LT in-person meetings, and board meetings).
 - Work with CEO and Head of Operations to organise logistics for events, including Away Days.
 - Ensure insurance policies are in place and are fully compliant.

Be an effective, active member of the organisation

- Adhere to SPI's safeguarding policies and procedures at all times.
- Contribute to SPI's Monitoring, Evaluation, Accountability and Learning framework as required.
- Ensure all actions undertaken comply with the current General Data Protection Regulations (GDPR 2018) and maintain strict confidentiality at all times.
- Participate in regular team meetings and check-ins with the Operations Team.
- Prioritise and manage own workload well, using initiative and problem-solving skills to manage competing demands.
- Support wider team activities, including participating in organisation-wide and meetings and strategy planning where appropriate; attending Safe Passage events; covering for absent/busy colleagues where appropriate.

Person Specification

Essential skills and abilities:

We would expect candidates to meet most of the criteria listed below. We have indicated if this will be tested during the application or during the interview.

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| 1. | An appetite and talent for people and system management, including experience of developing effective systems and policies to meet a growing organisation's needs. | <i>Application question 2 and interview</i> |
| 2. | Working knowledge of day-to-day human resources processes. | <i>Application question 2 and interview</i> |
| 3. | Strong commitment to contributing to a culture of wellbeing, equality, diversity and inclusion. | <i>Application question 3 and interview</i> |
| 4. | Strong commitment to ensuring the charities values are implemented through its internal work, including working 'with' not 'for' people from refugee backgrounds. | <i>Application question 3 and interview</i> |
| 5. | Strong interpersonal skills and excellent written and verbal communication skills. | <i>Application question 4 and interview</i> |
| 6. | Ability to work collaboratively and responsively to establish and consolidate positive working relationships across the organisation and with relevant external stakeholders an international environment. | <i>Application question 4 and interview</i> |
| 7. | Ability to work well under pressure and prioritise work strategically in response to emerging events | <i>Application question 4 and interview</i> |
| 8. | Strong understanding of confidentiality, including handling sensitive staff data. | <i>Interview</i> |
| 9. | Good administrative skills including proficient IT knowledge, record keeping, report writing, contract drafting etc. | <i>Interview</i> |
| 10. | Strong commitment to Safe Passage International's mission and work. | <i>Application question 1 and interview</i> |

Desired skills and abilities:

These are the 'nice to haves' – you may reference this experience in your application too.

- **Lived experience of seeking asylum.**
- **Experience of HR in a charity context.**
- **Working, volunteering or other involvement in an organisation advocating for refugees or in the charity sector.**
- **Experience of working with children and young people in vulnerable circumstances, or youth related work.**

- **Experience working or volunteering in diverse and cross-cultural environments.**
- **IT systems knowledge including Microsoft Office and HR databases.**
- **Fluency in French, Greek or any language of refugee communities including Arabic, Dari, Pashto, Somali, Tigrinya, Urdu, Ukrainian.**

Other requirements:

- A strong commitment to and understanding of anti-racist practices and values.
- You must already have the full right to work in the UK as Safe Passage is unfortunately unable to sponsor work visas.
- A basic level DBS check is required for this role, but a criminal record is not necessarily a barrier to working at Safe Passage.
- Safe Passage is committed to ensuring safer recruitment practices and participates in the [Inter-Agency Misconduct Disclosure Scheme](#). We request consent from successful candidates to approach each of their employers from the last five years to ask for a Statement of Conduct. All job offers at Safe Passage are made subject to receipt of satisfactory references and Statements of Conduct.
- In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms his/her understanding of these recruitment procedures.

How do I apply?

To apply, please visit our How to apply guide [here](#)

Closing date: Sunday 23rd June at 11.59 pm