



OPERATIONS MANAGER RECRUITMENT PACK



Who we are

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly on location with refugees and asylum seekers housed in accommodation across Suffolk.

Values

Individuals Matter - Each Client is unique and has an intrinsic value and constructive role to play in UK society

Respect - We are open, welcoming, respectful, and transparent in our dealings with one another and with others

Self Determination - We direct our efforts towards self-determination and ultimate independence for our Clients

Client Centred - We are led by the needs and interests of our Clients and design our services to work holistically to meet these

Safe Environment - The all-round safety and security of our Clients and everyone who works for and with SRS is of paramount importance

Keeping Informed - We keep ourselves fully informed and knowledgeable about every sphere of our work

Aims

Basic Needs - To address our Clients' fundamental needs including immigration status, housing, education, physical and mental health, employment and personal safety

Social Well-being – To facilitate and support recreational and leisure-time activities aimed at enhancing our Clients' social well-being and quality of life

Independence - To support our Clients in transitioning towards independence from SRS' services

Awareness and Rights - To promote awareness and understanding of our Clients' experience in the community, including advocating, advising, and lobbying to encourage statutory and other bodies to meet their obligations to our Clients

Client Partnership - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery

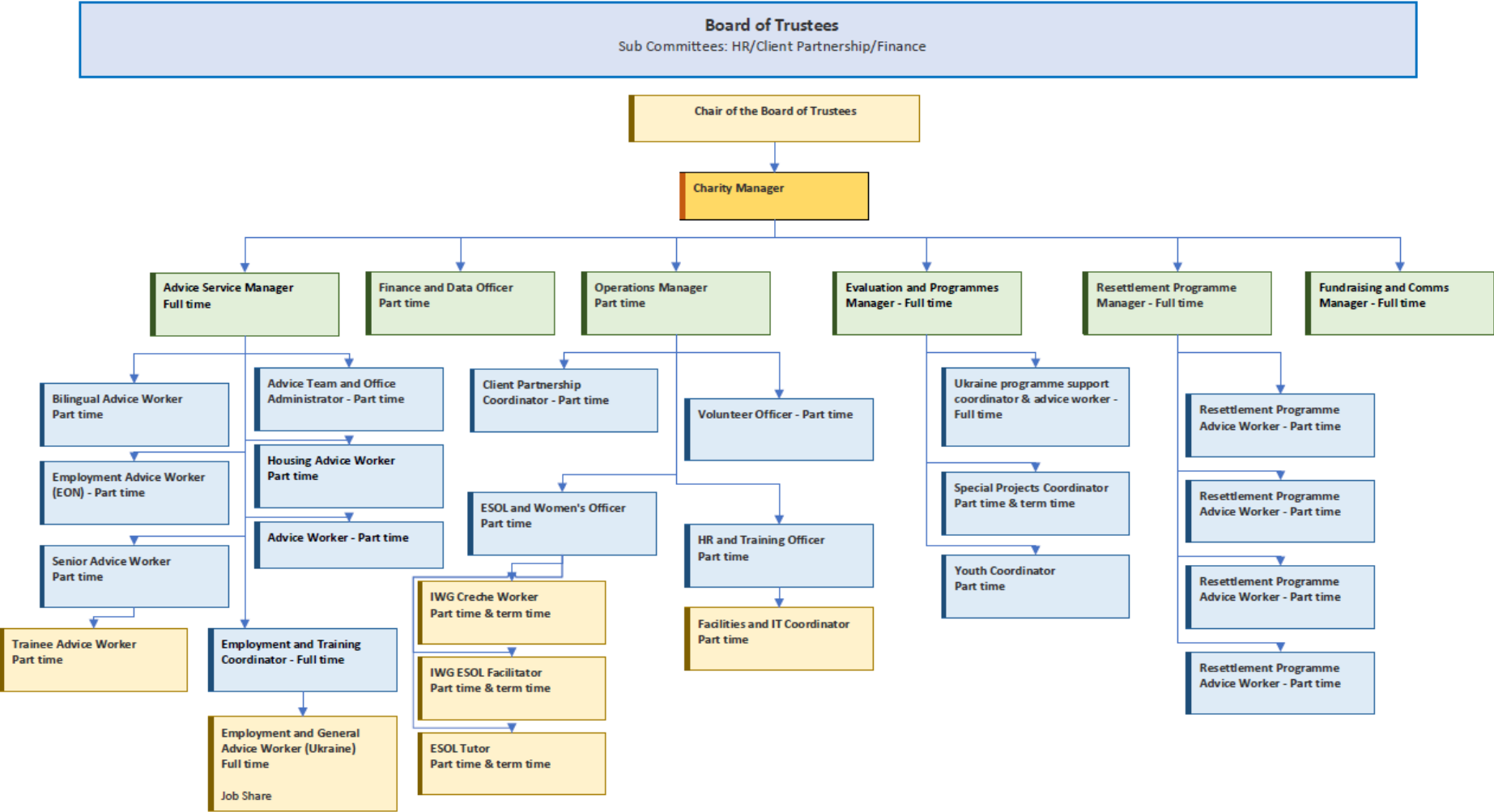
Governance - To uphold the effective governance and management of SRS in order to maximise its impact and ensure that its work is informed by 'voices of lived experience'

Staff - To maintain a workplace that values and supports Staff, enabling them to effectively carry out their roles in a healthy working environment

Volunteers - To increase and develop Volunteers' contribution to the work of SRS



Our structure



What we offer

Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

Development

We believe that investment in our staff to develop their skills is essential to providing high quality support to our clients. We provide:

- Training for role related duties
- Generic skills training to contribute towards personal development
- On the job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

Wellbeing

- Hybrid working (role dependant)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period



The opportunity

Job Title	Operations Manager
Reports to	Charity Manager
Hours	35 hours a week
Salary	£37,454 per annum
Contract	Permanent, subject to a 3 months' probation review
Location	Partly based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP and on location in Suffolk. This role may involve travel across the county.

About the role

The Operations Manager sits within a team of six managers who are responsible for providing the strategic lead for all the activities of Suffolk Refugee Support. This is a senior operational role with responsibility for overseeing key programme areas including HR and facilities, volunteering, our ESOL provision and our International Women's Group. The role will also oversee the development of SRS's Client Partnership work, ensuring this is shaped through co-production with the clients we work with, supports strong external relationships, and is delivered through an effective, outcome-focused work plan. Working closely with staff, trustees, partners and clients, the postholder will contribute to the effective management and ongoing development of the organisation .

The role line manages a team of Officers and Coordinators responsible for specific programme areas, ensuring that the activities within their remit are effective, compliant and responsive, meeting both the charitable aims of SRS and the needs of the asylum seekers and refugees we support (see appendix).

Main Deliverables

Management Team:

- As part of the Management Team, oversee the function of the organisation and its strategic development by using knowledge of needs of clients, gaps in existing services and opportunities as they arise
- Work with the Management Team to agree funds required for services to be run and delivered, setting achievable outcomes for reporting back to funders
- Liaise with Trustees to involve them in strategic processes in collaboration with the Management Team
- Provide a monthly report of activities and achievements to the Charity Manager and Trustees
- Organise one-hour team meetings for the staff of SRS every two weeks, with a subject of interest or a key speaker (in liaison with the Management Team)
- Attend occasional joint manager/trustee meetings and liaise with Trustees on key strategic issues when needed
- As part of the Management Team, provide office management and occasional cover for other managers including the Charity Manager if needed
- Represent the Management Team on the HR and Client Partnership sub committees
- Act as Deputy Safeguarding Lead in recording and acting upon safeguarding incidents and facilitating regular safeguarding meetings with the SRS team
- Support the Charity Manager and Trustees with disciplinary proceedings with staff and volunteers when required
- Work with the Fundraising and Communications Manager to assess funding opportunities, providing operational insight on capacity, risk and deliverability
- Oversee data protection and data-sharing practices across the organisation, ensuring appropriate handling, storage, and protection of personal data internally and externally, including responsibility for ensuring DSAs and DPIAs are completed

Programme Management

- Develop and manage the following client focused activities:
 - English language teaching
 - International Women's Group

- One-off activities
- Ensure that activities have the staff, volunteers and resources needed to run effectively and as cost efficiently as possible .
- Develop and manage the following operational areas of work:
 - Volunteer programme
 - HR & Training
 - Facilities and IT coordination
 - Client Partnership work
- Provide strategic and operational oversight to our Client Partnership work
- Ensure the above align with organisational priorities, client needs and funder requirements
- Ensure accurate recording of activity outputs and outcomes to support internal monitoring and external reporting
- Oversee the completion and submission of funder monitoring reports in close collaboration with your team and relevant project leads
- Ensure that activities run safely and within legal and organisational guidelines. This includes ensuring that Data Sharing Agreements with other organisations are in place when needed.
- Understand project funding and funder requirements and ensure that projects stay within agreed budgets
- Provide management support (via telephone and occasionally in person) to offsite activity leaders (including evening groups) if needed. Ensure another manager covers this role when not available.

HR, People Management & Facilities

In partnership with the HR and Training Officer, provide strategic and operational oversight of the HR functions of SRS to ensure they are efficient and effective, including:

- Planning and ensuring staffing structures meet current and future organisational needs; assisting with recruitment and induction of new staff members as necessary
- Staff development and training
- Reviewing policies and procedures (in line with legal changes)
- Evaluating and implementing the use of external professional HR services

Line Management

- Line manage the following key staff members in the delivery of the above:
 - HR and Training Officer
 - Volunteer Officer
 - ESOL and Women's Officer
 - Client Partnership Coordinator
- Develop individual workplans with each member of the team with key performance indicators and others measures to monitor progress against funders' targets and organisational requirements
- Implement innovative ways of achieving targets whilst working to maintain high standards of performance from the team
- Maintain a motivated and cohesive workforce, tackling staff performance issues using supportive management techniques
- Ensure all policies and procedures, including health and safety and equal opportunities, are adhered to by staff in the above activities
- Find cover for staff sickness and absence in partnership with the SRS Management Team

Networking & Partnership Development

- Explore and develop working relationships with external organisations to bring greater impact and benefit to our work. This may include leading on the development of new joint projects and activities.
- Attend external meetings when required to represent the views of SRS and its clients and feed information back to the team

Key supporting tasks

- Provide occasional support and advice to service users
- Lead on other projects as deemed necessary by the Charity Manager, Board of Trustees and organisation

Additional responsibilities

- To contribute occasional articles and updates for inclusion in the SRS newsletter
- Give occasional talks and workshops to external organisations and attend and contribute to meetings as required

Other requirements

The role may require you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means. If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please speak with the HR and Training Officer on HR@suffolkrefugee.org.uk

To deliver services effectively, a degree of flexibility is needed, and you may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

What we are looking for

Person Specification

Experience and knowledge	
Essential	Desirable
At least two years' staff and project management experience in community, voluntary sector or social care settings; or other proven relevant management experience	Understanding of the experiences of people seeking asylum in the UK and commitment to upholding their legal rights and entitlement
Experience of managing staff including delivery planning, performance monitoring, practising HR & disciplinary processes, and motivating positive work environments	Experience of working with volunteers
Experience of developing, managing and evaluating programmes to meet identified needs using imaginative ideas and making efficient use of restricted resources	Knowledge of participatory consultation/research techniques
Experience of using/developing assessment tools to monitor service outputs and outcomes	Ability to use effective negotiation to achieve harmonious working environments
Knowledge of laws and policies applicable to Human Resources management	Lived experience of the UK asylum system
Knowledge of safeguarding, data protection and equality good practice	
Skills	
Essential	Desirable
Strategic planning skills with the ability to work in conjunction with the Charity Manager and management team to agree plans of work for the whole organisation to maximise impact for clients	Valid driver's licence, reliable vehicle with current insurance, and the ability to travel throughout the service delivery area as required

Proficient in using all MS office applications and CRM or data management system, (experience with Charitylog or similar database platforms preferred)	
Conscientious, calm, and well-organised with the ability to keep the balance between short & long-term tasks/goals	
Proven ability to write concise and informative reports that are appropriate to the target audience, and which summarise a large amount of information	
Attributes	
Essential	
A strong commitment to Equal Opportunities and Safeguarding Children, Young People and Vulnerable Adults	
Commitment to people in the asylum system and insight into their experiences	
Confident, friendly manner and the ability to put people at their ease	
Flexible approach and willingness to occasionally work outside the office in various settings and some evenings if needed (by agreement).	

Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities.

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to Marianne Walker at HR@suffolkrefugee.org.uk

How to apply

Please complete the Application Form, the Equality Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to Marianne Walker at HR@suffolkrefugee.org.uk

If you require a larger print form or a paper form, please contact Marianne Walker at HR@suffolkrefugee.org.uk

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthews Street, Ipswich, Suffolk, IP1 3E P.

Deadline for submission: no later than 12 noon on 7th May 2026

Interview date: 15th May 2026

We reserve the right to close this vacancy early and interview at an earlier date if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

How we choose who we invite to an interview

Shortlisting is completed by a panel of Suffolk Refugee Support staff members and a trustee from the management board who will review and independently score your anonymised CV and the responses you have given to the questions asked in the application form's **Why are you the right person for this job** section.

They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.