



<b>Organisation:</b>	Social Workers Without Borders
<b>Job title:</b>	Operations Manager
<b>Hours of work:</b>	Part time: 3 days per week, to include some evening and weekend working
<b>Contract:</b>	Fixed term Contract for 2 years with extension subject to funding
<b>Starting Salary:</b>	£33,000 pro rata
<b>Pension Scheme:</b>	6% employer pension contribution
<b>Location:</b>	Working from home, UK.
<b>Reporting to:</b>	Naomi Jackson, Managing Director

Dear Applicant,

Thank you for your interest in this role with Social Workers Without Borders.

We will be running an online event about this role so candidates can find out more about it before applying. The event will be on Wednesday 26<sup>th</sup> February, 7-8pm. If you are interested in joining this please email [info@socialworkerswithoutborders.org](mailto:info@socialworkerswithoutborders.org).

Social Workers Without Borders are proud to be a member of the [Experts by Experience Employment Network](#), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use their [information and resources](#) which may help in preparing your job application.

If you have direct experience of the immigration or asylum systems, we particularly want you to apply. We're committed to support you to develop in this role and if you want to ask any questions or have a chat before you decide to apply, please get in touch with Naomi via email at [naomi@socialworkerswithoutborders.org](mailto:naomi@socialworkerswithoutborders.org)

Please read all of the documents in the recruitment pack below and return the application form by email to [naomi@socialworkerswithoutborders.org](mailto:naomi@socialworkerswithoutborders.org). **The closing date is 9am on 17<sup>th</sup> March 2025.** Interviews will be held at 5pm or 6pm on week beginning 31<sup>st</sup> March 2025.

## **Included in this Recruitment Pack**

- **About Social Workers Without Borders**
  - **Purpose of the Operations Manager role**
  - **Main Tasks and responsibilities**
  - **Person Specification**
  - **Information about the application process**
  - **Application form**
- 

### **About Social Workers Without Borders**

Social Workers Without Borders (SWWB) is a national charity. Our organisation is primarily made up of social workers using our professional skills and expertise to promote the rights and voices of those impacted by immigration and asylum law to decision makers through independent social work practice.

#### **Our Story**

SWWB was formed when a group of social workers came together after volunteering in refugee camps in Northern France and Greece in 2016. As the French authorities set about dismantling the informal refugee camps in Northern France, social workers set about completing Best Interest Assessments for separated children to support their application to seek safety in the UK and be reunited with family members.

The knowledge and experience gained in completing Best Interest Assessments for separated children in Northern France led to the realisation that there is a huge need for Independent Social Work Reports in immigration and asylum matters, and in 2017 SWWB registered as a charity and continued to provide Independent Social Work Reports in the UK.

We have developed our knowledge and expertise in this specialist area of social work practice and we operate a broad referral criterion: working with separated children, families and adults impacted by immigration policy and border controls, across a range of circumstances including:

- family reunion
- parental deportation
- asylum claims
- age disputed children
- undocumented children
- undocumented adults with complex needs
- spousal applications
- challenges to NRPF condition.

In addition to providing social work expertise in relation to immigration and asylum proceedings, we also offer education and campaign on issues at the intersection of social work practice and immigration policy. All of this is made possible by a national network of dedicated volunteers, our Steering Group, our Board of Trustees and our growing staff team.

## Our purpose, vision and values

Everything we do at SWWB is to ensure we achieve our charitable objectives:

Social Workers Without Borders (SWWB) was established for the public benefit to relieve need and to promote the physical and mental health of refugees, asylum seekers and migrants in the UK and internationally by:

- Providing excellent social work services
- Promoting excellence in social work practice and developing a model of social work practice with refugees, asylum seekers and migrants
- Providing education and training to social workers and others working with refugees, asylum seekers and migrants

Our vision is for social work practice that upholds social justice and human rights. Social work should not be complicit with harmful immigration policies. A person's immigration status should not determine the quality of support they receive from social workers.

We use our social work practice to promote the best interests and voices of those impacted by immigration and asylum law to decision-makers through independent social work practice.

In order to achieve this, we are committed to our organisational values:

**Migration justice:** Supporting people's access to justice; striving for a world where people are not harmed by borders and immigration policy. Challenging systemic injustice.

**Solidarity:** Taking an intersectional approach to anti-oppressive practice. Embedding anti-racism in everything we do.

**Rights-based:** We recognise and uphold the inherent dignity, worth and humanity of every person.

**Collaboration:** Working together as a collective of social workers and allied stakeholders. Lending our social work expertise to the migrant justice sector.

**Excellence:** We are independent and impartial; we provide and model evidence-based, professional services. We are accountable to our beneficiaries, our professional standards and ethical frameworks.

**Respect:** We take a trauma-informed and empathetic approach to how we work with people. We make person-centred decisions. We do social work with people, not to people.

## **Our Work**

**Direct Work:** We carry-out social work assessments to produce Independent Social Work Reports for people impacted by borders. Independent social work reports are a crucial piece of evidence, providing expert analysis and allowing people's voices to be heard in legal proceedings. The vast majority of the Independent Social Work Reports we completed were in instances where a person could not access legal aid funding, this means that there was no funding available to privately pay for an expert to prepare a report. We pride ourselves on producing high quality reports, which are well received by the judiciary.

**Campaigns:** We mobilise the voice of social workers. We use our platform as social work professionals to promote best practice, to construct and create rights-based solutions to ensure people are not disadvantaged because of their immigration status.

**Education:** Social workers have to navigate the complicated interface between immigration, social care, human rights and legal policies. We provide education and training opportunities to promote the rights of migrant children, families and individuals to social work practitioners, social work students, and other allied professionals.

## **Our Staff:**

We currently have three members of staff, a Managing Director, a Head of Direct Work, and a Volunteer Coordinator. We are a small, but effective team! We offer a friendly and supportive working environment. We want to nurture staff to develop their knowledge and skills and follow their interests and ambitions.

---

## **The purpose of the Operations Manager role:**

The Operations Manager will work closely with the Managing Director to ensure the charity operates effectively. The Operations Manager will lead on the development of policies and procedures to ensure regulatory compliance, and robust management processes.

The Operations Manager will add to the staff team by bringing a skillset that is grounded in administration processes, excellent IT competence, and a numerate, systemising and detail-orientated mindset.

---

## **Main tasks & responsibilities:**

Administrative finance tasks:

- Working in tandem with bookkeeper and MD to maintain robust financial procedures
- Take an active role in the finance committee to prepare budgets and end of year accounts

Operational tasks:

- Secretarial duties to ensure effective meetings across the organisation
- Maintain organisational registers to monitor and ensure compliance and good governance

- Manage the smooth running of the office and oversee the operation of IT systems and office management tools, to include liaising with external suppliers and services
- Write and review organisational policies and procedures: review finance manual with Treasurer, cyber security policy, data protection, liaising with Work Nest to maintain employment policies; GDPR compliance, and other operational policies as appropriate
- Manage donations and grant admin
- Provide administrative and logistical support for recruitment, contracting and other appropriate HR functions

---

## Person Specification

**E = essential**

**D = desirable**

<b>Experience</b>	<p><b>D:</b> Experience of bookkeeping systems</p> <p><b>D:</b> Experience of working on organisational and project budgets</p> <p><b>D:</b> Experience of developing and reviewing internal policies and procedures</p> <p><b>D:</b> Experience of office administration and HR functions</p> <p><b>D:</b> Experience of working in an NGO</p> <p><b>D:</b> Lived experience of the immigration and asylum system</p>
<b>Knowledge and skills</b>	<p><b>E:</b> Working knowledge of Microsoft Office and a confident user of technology.</p> <p><b>E:</b> Strong administration skills and ability to demonstrate experience in an administrative role</p> <p><b>E:</b> Analytical and numerate mindset</p> <p><b>E:</b> Excellent time management skills with the ability to prioritise workload and effectively multi-task</p>
<b>Personal</b>	<p><b>E:</b> Attention to detail, conscientious and thorough</p> <p><b>E:</b> Effective communicator, able to work with internal and external stakeholders</p>

	<p><b>E:</b> Reliable &amp; flexible: willing and able to work outside normal office hours on an occasional basis including evenings and weekends</p> <p><b>E:</b> Strong alignment with organisational values and commitment to the charity and its goals</p> <p><b>E:</b> Excellent interpersonal skills with commitment to openness and respect for diverse viewpoints</p>
--	---

---

### **Application Process**

1) Application - To apply for this role please complete the application form and send to [naomi@socialworkerswithoutborders.org](mailto:naomi@socialworkerswithoutborders.org).

**The deadline for this is 9am on Monday 17<sup>th</sup> March 2025**

2) We especially welcome applications from people with lived experience of the UK’s immigration system and/or lived experience of support from social workers.

3) Interview - Candidates will be notified if they have been invited to interview by Monday 24<sup>th</sup> March. The interview will explore the qualities, experiences and commitment of the candidate as set out in the role description.

4) If we need to make any adjustments to enable your participation in the application and interview process, please let us know and we will be happy to oblige.

5) Pre-commencement checks – If you are successful at interview the following will be completed:

- We will contact your references, with your consent.
- Candidates will be asked to consider and declare any existing or potential conflicts of interest.
- Disclosure and Barring Service (DBS) check.

6) In the light of the checks and declarations, the Operations Manager will be formally appointed and will commence induction and training.

**If you would like to discuss the role before applying please contact Naomi (Managing Director) at [Naomi@socialworkerswithoutborders.org](mailto:Naomi@socialworkerswithoutborders.org)**

### Social Workers Without Borders Application Form

**Please note CVs will not be considered.**

Position applied for:	
Preferred Title:	
Name:	
Address:	
Telephone number:	
Email:	
Where did you hear about this role with SWWB?	

Please give details of your past and present work. This can be paid work, voluntary work or work at home. Start with the most recent and work backwards.

<b>Name of Employer / Organisation</b>	<b>Position Held</b>	<b>Full time/part time</b> If voluntary please state	From	To

--	--	--	--	--

**QUALIFICATIONS (ACADEMIC AND/OR PROFESSIONAL)**

School/College/University etc	Dates	Qualification/ Level	Subject(s)	Grade



**SPECIAL TRAINING INCLUDING SHORT COURSES**

Details	Date	Duration

**Please state how you meet the requirements identified in the person specification.**

<p><b>1. Please outline in detail how your experience, skills, qualifications, and personal background meet the requirements of each of the items on the job specification. You may use examples from paid or unpaid employment, education and personal experience to illustrate your skills, and experience.</b></p>

**2. Please can you tell us why you want to work for Social Workers Without Borders**

--

**Please use additional sheets if required.**

**Referees:**

Please provide details of two referees. Referees must be people who know you well as colleagues (for example current or previous work or volunteering manager, supervisor, or team leader). We do not accept references from family or friends. One of the referees should be your current/last employer, tutor or education provider.

NOTE: By listing the referees below, you are confirming that you have informed them about the reference check and they have consented to be contacted by SWWB by email or phone. You have also checked these are their current contact details.

Referee 1	
Name	
Address	
Telephone number	
Email	
Relationship to applicant	

Referee 2	
Name	
Address	
Telephone number	
Email	
Relationship to applicant	

**Once completed please e-mail this form to [naomi@socialworkerswithoutborders.org](mailto:naomi@socialworkerswithoutborders.org)**