



# Breaking Barriers

Meaningful employment  
for refugees



## Employment Services Manager

West Midlands



# Welcome from our CEO



Ciara Devlin  
CEO

Thank you for considering Breaking Barriers! We are a fast-paced, innovative charity with a mission to welcome refugees into meaningful employment with one-to-one advice, guidance, education and training. Refugees face substantial hardship fleeing war, violence and persecution. Once in the UK they then face many significant barriers to settling in and starting a new life. Employment is the single biggest factor in successful integration (according to the Oxford university Migration Observatory) but refugees are over 4 times more likely to be unemployed compared to the overall population. Yet there is little support available to help build new lives after refugee status is granted. That's wrong. And that's why Breaking Barriers was set up in 2015.

We know, though our work, how determined refugees and people from a refugee background are to being financially stable and finding purpose in their work. Since we launched the organisation we have reached almost 2000 people and of those, around half found meaningful employment, education or volunteering. We are a team of just around 60 staff and we have grown considerably over the past 2 years, having the opportunity to expand into new areas of the UK. We are also supported by several hundred volunteers.

Employment support is our specialism, and our tailored advice and guidance is provided in-house to our refugee clients by our dedicated and experienced Employment and Integration Advisers. We give a central role to businesses, and partner directly with over 40 companies across a variety of sectors, to together offer bespoke opportunities for refugees including skills workshops, paid work placements and permanent job opportunities. We also offer English and IT courses at a variety of levels, delivered by qualified and experienced volunteer teachers to support refugees who have barriers around language and digital ability.

Our delivery model is hybrid – with remote support complemented by in-person support for clients with lower digital abilities. We are an organisation that is laser focused on the service delivery of high quality employment and education support. We are data-driven and we use the data about our work to improve both our own and the wider sector practices.

Our clients are at the heart of our work and inform what we do through providing regular survey feedback, specific advisory input, and sharing their stories. We advocate for our clients by collaboratively working with Government departments to make the case for - as well as shape - integration funding for refugees. We've already had tremendous success with the key role we played in the development of the Refugee Transition Outcomes Fund which we have worked on in Manchester and Birmingham. Our work relies on the generous funding of our network of corporate partners, donors and supporters, and statutory grants. We also work closely with national and local partners to strengthen the sector and wider ecosystem. We know that there continues to be a large and dispersed refugee population with unmet needs and we are focused on bettering our services and growing across the UK.

At Breaking Barriers, we work collaboratively and openly to get things done. We have a flexible and welcoming environment where everyone is encouraged to take ownership, feedback and contribute. As a newly arrived CEO, I am passionate about ensuring Breaking Barriers has an inclusive culture, ensuring that individuals feel confident to bring their whole selves to work and that we celebrate the differences that make all our staff unique. I also believe that it is vital that we invest in and support our staff with lived experience so that they can flourish and progress within the organisation. We are looking for individuals who share our motivation, values and ambitions to grow our programmes so we can support more refugees. The right person will benefit from the chance to be part of a growing organisation and have the opportunity to innovate, pursue your passion and work as part of an incredibly talented team. I look forward to hopefully welcoming you to the team soon!

# About Breaking Barriers

## Our vision

We're Breaking Barriers so every refugee can access meaningful employment and build a new life.

## Our mission

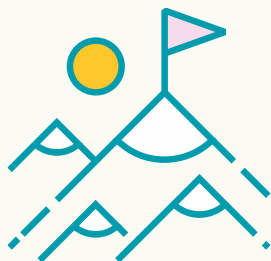
We welcome refugees into meaningful employment with advice, experience and education. We believe in the power of responsible business to change society for the better through our innovative partnerships.

## Our values

Our values underpin everything we do at Breaking Barriers; and our organisation strives to be:

### Mission-led

We put refugees first in everything we do. We listen and respond. We act with integrity. We're focussed on impact.



### Entrepreneurial

We believe in the entrepreneurial spirit of every individual to build a better life. We believe in the power of responsible businesses to achieve social change. We're brave and bold enough to give new things a go. We're driven by making a lasting impact.



### Welcoming

We welcome people of all backgrounds with an open mind. We will make everybody feel comfortable working with us every step of the way. We treat everybody fairly and are friendly. We champion diversity, equality and inclusion.



### Collaborative

We believe in the power of teamwork and partnerships. We work collaboratively with colleagues to find creative solutions for the greater good. We're proud to share our expertise and knowledge with partners to further our positive impact.



# Job Description

Job title: Employment Services Manager (West Midlands)

Reports to: Senior Employment Services Manager (London and West Midlands)

Location: Birmingham- hybrid working, with a minimum of 2 days a week in the office.

Salary: £35,000 - £39,000

Hours: 37.5 hours per week, with occasional evening or weekend work (TOIL provided)

Contract: Permanent

Language Requirements: Fluent in English

## Overall purpose

Your primary responsibility will be to lead Breaking Barriers' employment programme in Birmingham and the West Midlands, and support the Senior Employment Services Manager and Director of Services in ensuring high standards of quality and efficiency in the support we provide to clients.

Working closely with the Senior Employment Services Manager, you will take ownership of delivery within this region and lead on the delivery of the contract, including maintaining effective external stakeholder relationships and providing accurate and timely reporting. You will line manage and support a team of Employment Advisers ("Advisers"), enabling them to provide high-quality support to clients and coordinate the day-to-day operational activity which keeps our programmes running.

You are a highly organised and effective worker who knows when to adopt a creative approach and when to follow the established process. You will have an empathetic manner, be willing to go the extra mile to support clients and be proactive in looking for ways to improve our service. Lived experience would be helpful but is not essential.

In addition to exceptional people skills, you will be a strong communicator and possess meticulous attention to detail. You will be confident working autonomously, helped by excellent time management skills and the ability to prioritise and cope with interruptions.

You should have at a demonstrable track record of transferrable work experience in coordinating service delivery, projects or programmes, or another relevant field. Equally important is a demonstrable commitment to working with marginalised populations who face barriers to employment, particularly refugees. A strong interest in employability support and experience delivering employment programmes or careers advice would be a strong advantage.

For our part, we offer a strong team environment, where your ideas and drive will be welcomed and where you as an individual can make a real difference in people's lives.

## Key responsibilities

We are a fast-paced charity that prides itself on its flexibility and responsiveness so your responsibilities may change, develop and grow according to the needs and development of our programmes.

### 1. People and Team Management

- Manage a team of 2-6 direct reports (initially 3), with the potential for your team to grow as the charity expands.
- Manage direct reports to ensure programme runs smoothly and all clients within the region are accessing necessary support, to ensure planned activities are delivered and targets are met.
- Overseeing caseload management of Advisers to ensure enrolment and caseload numbers are manageable, aligned with delivery capacity and on track to meet targets.
- Take responsibility for mentoring and developing your team to ensure that they feel supported in their role and access professional development opportunities. This includes regular catch-ups, feedback, appraisals, and performance management.
- Take responsibility for the induction and training of new staff within your team.
- Lead on, or support with, the hiring of new recruits within the Employment services team, including screening applicants, conducting interviews and overseeing the induction process.
- Support the Senior Employment Services Manager to ensure effective communications channels within your team/region, so that staff are effectively informed/consulted on key issues.
- Contribute to cross-programmatic and cross-organisational initiatives at manager level, including working with other managers in Education, Volunteering and Corporate Partnerships teams to provide effective leadership across our programmes.

### 2. Employment services Delivery

- Maintain oversight of services within West Midlands. Work with Advisers to ensure that enrolment and outcome targets are met, quality service is delivered, and operational systems function well for clients, staff and volunteers.
- Develop and sustain new partnerships within the employability sector to ensure that a range of opportunities are available to clients.
- Work with Advisers to provide clients with the best support possible by ensuring logistics for remote and in person delivery function as well as they can, so that volunteers and clients have a positive experience at Breaking Barriers at all times.
- Liaise with the Senior Employment Services Manager about budget and other financial issues relating to delivery.
- Coordinate method sharing sessions with other regions, to ensure that all regions are performing at the same standard and consistent practices are in place across projects.

### 3. Project and Programme Management

- Oversee project and programme management in relation to service delivery, including developing operational plans, designing activities, monitoring progress towards targets and reporting to the Fundraising teams and Senior Management.
- Ensure the Employment service continues to offer expert information, advice, and guidance and adapts to the needs of its client base.
- Lead on internal and external reporting processes, and ensure the accuracy of data for reporting on the CRM system and the implementation of monitoring and evaluation.
- Lead on internal improvements projects to ensure the successful delivery of the project and Employment services within the region. This may include strategy development and implementing and refining processes. Support with and implement the development of materials, standardise processes and create SoPs to improve the quality of our work.

### 4. Outreach

- Represent Breaking Barriers and the Employment services externally, ensuring presence at sector network meetings and events.
- Engage with employment sector partners to develop relationships and promote partnership working.
- Working in collaboration with the Jobs & Training Manager to actively engage local employers in facilitating access to job opportunities and placements for our clients.
- Be responsible for managing the relationship with contracted partners including local authorities and other charities, maintaining positive relationships and communication, and addressing challenges.
- Build relationships with organisations providing complimentary support to Breaking Barriers' services.
- Together with wider services leadership team, develop the outreach strategy, outreach materials and pilot new and alternative methods of outreach as required in the region.
- Develop and maintain relationships with local job centres, training providers and corporate partners as required.

### 5. Caseload management

- Depending on client need, you may take responsibility for helping deliver enrolments and managing a small caseload of up to 15 clients, delivering quality support.
- Work with clients to assess the opportunities available and draw up support plans to get them into employment, training, or education.
- Monitor clients' progression towards their goals and provide monthly updates on progress and agreed actions.

### 6. Safeguarding

- Take responsibility for embedding safeguarding best practice and ensuring adherence to policies and procedures across the team you manage and the

organisation as a whole, ensuring that safeguarding is at forefront of BB's delivery.

- Work with the Safeguarding team to resolve safeguarding concerns within teams where appropriate, supporting staff with response, appropriate documentation and external signposting where needed.
- Act as a point of contact for safeguarding concerns and work with Designated Safeguarding Officers to ensure any safeguarding concerns are managed appropriately.

## Person specification

Skill / experience	Essential	Desirable	Point of assessment	
			CV + cover	Interview
<b>Technical</b>				
Demonstrable understanding of employment programmes and/or programmes supporting refugees and people from refugee backgrounds.	✓		✓	✓
Demonstrate knowledge of the employment network and employability programmes within the region and opportunities to develop partnerships.		✓	✓	✓
Experience of line management and/or being directly responsible for supervising staff.	✓		✓	✓
Good understanding of project or programme management.	✓		✓	✓
Good understanding of employment and employability programmes, careers guidance, or similar.	✓		✓	✓
Some understanding of the employment issues facing refugees.	✓			✓
Demonstrable experience in coordinating service, programme or project delivery, or other transferrable experience.	✓		✓	✓
Fluent spoken and written English. Excellent oral and written communicator.	✓		✓	✓
Excellent interpersonal skills: able to build strong relationships internally and externally, and work as part of a team.	✓		✓	✓
Highly organised with the ability to manage multiple competing priorities, meet deadlines and adapt to a changing and fast-paced working environment.	✓		✓	✓
Confident working autonomously and enjoys taking responsibility for their own learning.	✓		✓	✓
Meticulous attention to detail, skilled at developing and maintaining effective processes and systems.	✓		✓	✓

Mission-focused. A demonstrable interest and commitment to working with marginalised populations, particularly refugees.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Collaborative and curious; listens to other viewpoints to find solutions.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Entrepreneurial mindset; willing to be discerningly bold and give new ideas a go.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Has a continuous improvement mindset. Looks for new and better ways to do things.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Lived experience. We welcome applicants from a refugee background.		<input checked="" type="checkbox"/>		
Experience of reporting to statutory funders and/or supporting implementation of donor-funded projects.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Experience of standardising processes and creating SOPs.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Experience building external partnerships and outreach.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Confident in using computer systems and new software, including CRMs.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Good level of numeracy and confident working with data.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Considerations

- As part of our safeguarding commitment to our clients, we carry out pre-employment checks to ensure that successful applicants are suitable to work with adults at risk. These include basic DBS checks, obtaining references and verifying a candidate's identity and right to work in the UK.
- We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of age, disability, gender reassignment, sex, sexual orientation, marriage and civil partnership status, pregnancy and maternity status, race, religion or belief.

Breaking Barriers is committed to protecting an adult's right to live in safety, free from abuse and neglect and for their views, wishes and beliefs to be fully considered when deciding action.



# Your Application

## How to apply

If you are looking for a role where you can make a real difference, we want to hear from you. To apply, please submit a statement of interest (up to approximately 500 words/1 A4 page) outlining:

- Why you are interested in the role
- What skills you would bring to be successful in this role
- Any experience you would like to highlight
- Any reasonable adjustments you require for the interview process
- Disclosure of disabilities if you wish to do so (as a member of the Disability Confident Scheme, we guarantee an interview to all disabled applicants who meet the minimum criteria for the role)

Interviews will be held online on a rolling basis so please apply as soon as possible to avoid disappointment.

We 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 information and resources found [here](#), which may help in preparing your job application.

# The Recruitment Process

If you are shortlisted for a role with Breaking Barriers (BB), you will be invited to interview via email. In your invite, the Hiring Manager will ask if you require any adjustments for the interview process. Please feel free to inform them how we can make the process accessible for you.

The recruitment process usually involves two rounds of interviews. The initial round is usually between 5 and 10 applicants, with the second round narrowed down to the final 2 or 3 applicants. One of these rounds may include an interview task, which will usually be shared in your interview invite.

Interview panels will usually be made up of 2-3 interviewers. This often includes the Hiring Manager and another Manager with interviewing experience. In some cases, there will be a representative of the Lived Experience Panel present. This is one of the ways we better involve people with lived experience in our work (lived experience defined as people from a refugee background, with first-hand experience of seeking sanctuary or migration to the UK).

In order to make our interview process as accessible as possible, a summary of the interview questions will usually be shared ahead of the interview. Interview questions will be based on the key competencies included in the job description. Some of the questions will be 'what would you do' scenario-based questions. We believe framing questions in this way makes it easier for candidates to highlight their transferable skills, as opposed to looking at an example of similar roles they have held. You will also be asked about what drew you to apply to work at BB and what you know about the organisation. We recommend you take a look at our values before the interview (page 3 of this pack) so that you can highlight which values you align with, if any.

Your interviewers appreciate that an interview can be a very stressful situation and will do everything they can to make you feel comfortable. Candidates are welcome to bring notes to the interview as a memory aid (though we encourage candidates to avoid reading directly from them as this can limit the flow of conversation). Your interviewers are happy to repeat and reframe questions if desired, let them know if this is the case.

You will have the opportunity to ask questions to your interviewers at the end of the interview. Hiring Managers endeavour to inform you of the outcome of the interview as soon as possible. This will usually be via email.

# Interview Tips for Candidates

Candidates may wish to use the STAR method to help frame answers to some interview questions. The STAR method is an interview technique that gives you a straightforward format you can use to tell a story by laying out the Situation, Task, Action, and Result:

- Situation: Set the scene and give the necessary details of your example.
- Task: Describe what your responsibility was in that situation.
- Action: Explain exactly what steps you took to address it.
- Result: Share what outcomes your actions achieved.

Using this method will help candidates provide a focused answer to questions that ask for a real-life example. These questions might start with:

- 'Tell me about a time when...'
- 'What do you do when...'
- 'Have you ever...'
- 'Give me an example of...'
- 'Describe a situation...'

## What does our work mean to our clients?

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I got to know about Breaking Barriers when I first got my status and I got a very nice case worker which helped me on how to build my CV, how to build my confidence. They taught me interview skills and also put me into workshops with other organisations that trainings me to be who I am today.

I think my caseworker is the most amazing person I know. Just to know there's somebody out there that's got your back. My support worker told me "Kemi, I got this job. I think it is going to be interesting for you". Which I applied and that's the job I am now. It's a charity that helps refugee worker into employment, and within three months that I got the job, I got promoted twice and all because of Breaking Barriers because even while I'm on the job, Breaking Barriers keep supporting me, telling me what to do and how to carry myself

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**Kemi,  
Breaking  
Barriers client**

# Diversity and inclusion at Breaking Barriers

Breaking Barriers is committed to promoting diversity and inclusion regardless of age, disability, gender reassignment, sex, sexual orientation, marriage and civil partnership status, pregnancy and maternity status, race, religion, or belief.

We aim for our workforce to be truly representative of all sections of society and our clients. We celebrate diversity within our workforce and are committed to creating a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

We belong to the Experts by Experience Employment Initiative, which advocates and supports organisations to employ more people from a refugee background. With this in mind, we particularly welcome applicants with experience of seeking asylum and/or a refugee background.



As a member of the Disability Confident Scheme, we are committed to offering an accessible recruitment process and guarantee an interview to all disabled applicants who meet the minimum criteria for the role.



## Accessibility of our offices

Our offices have full disabled access on all floors.

- WeWork Office (London): At the main entrance you can use the free access lift and then the main passenger lifts to all the floors. There is one disabled toilet per floor.
- Landmark Office (Birmingham): This building is designed as three specific cores served by a core staircase in each core – on each floor within each of these cores is the provision of male, female, unisex and accessible toilet facilities, with accessible passenger lifts to each floor.
- Landmark Office (Manchester): This building offers level access to the main entrance, wheelchair accessible lifts to all levels, accessible toilets in each lift lobby and disabled refuges, with two way communication, to each level.
- Information regarding Glasgow and Liverpool Offices to follow once office space has been secured.

We are open to flexible working arrangements and alternative working patterns.

If you require this recruitment pack in another format, please email: [enquiries@breaking-barriers.co.uk](mailto:enquiries@breaking-barriers.co.uk)

For an informal discussion about the role, please contact Dani Meier (HR Manager) on 07442581708 or [d.meier@breaking-barriers.co.uk](mailto:d.meier@breaking-barriers.co.uk).