



KENT REFUGEE ACTION NETWORK

Senior Manager: Advocacy & Support

Overview

Kent Refugee Action Network's main focus is to support predominantly young refugees and asylum seekers on their journey of integrating into communities across Kent. KРАН support is multi-faceted and delivered by teams committed to providing young people with a safe, positive space and support for them to succeed.

We are looking for an exceptional individual to join KРАН's senior management and be the full-time lead on advocacy and support, managing a team to deliver effectively for our service users.

JOB DESCRIPTION

Role Summary

You will lead KРАН's strategic direction and delivery of a variety of advocacy and support services, ensuring safe and effective operation through your Advocacy and Support team. The team offers a range of services and interventions to support and empower young refugees and asylum seekers. Services include, case work, mentoring partnerships, volunteer support, wellbeing activities, youth ambassadors and engagement. A central goal is to amplify the voice of young people with lived experiences.

As a member of KРАН's senior management team, you will work with service users and the wider team to help shape the overall direction of KРАН, attuned to the evolving needs of young people and sector developments, while deputising for the CEO as necessary.

Job Responsibilities:

1) Strategic Direction

Shape the future of KРАН's advocacy and support services so they stay relevant to the needs of our young people and developments in the sector

Maintain and develop networks and partnerships with senior sector stakeholders to ensure our advocacy is robust and dynamic at a strategic level.

Undertake systematic analysis using external and internal evidence on advocacy and support, with effective collaboration across KRAN and its wider stakeholders, engaging effectively with the CEO and Board to guide strategic decisions

2) Operational Performance

Maintain the highest standards of delivery of advocacy and support services, attuned to the needs of young people and developments in the sector, across our main and orbital hubs in Kent

Support the CEO and Core Team with fundraising and reporting to funders and partners

Monitor and evaluate the impact of our work, with our Evidence and Impact Officer, ensuring accurate data collection that is GDPR compliant, with regular reporting to the CEO and Board

3) Safeguarding and Risk Management

Ensure the implementation of safeguarding and risk management policies and procedures in Advocacy and Support services and to review and continually ensure best practice with the Senior Management Team

4) People and Stakeholder Management

Manage the performance of the Advocacy and Support Team for quality and continuity of service, while ensuring effective collaboration with other teams staff and partners as required

Identify and build capabilities of team members, sessional staff and volunteers to maintain optimum performance, being inclusive in approach and fair in actions

Building effective, positive engagement with external partners, such as liaising with local councils and service delivery organisations and partners, including as a critical friend.

PERSON SPECIFICATION

Qualifications and Experience

- Proficiency in a similar role as an operations manager or senior manager for an advice

and support agency, demonstrating capability in thinking strategically and delivering for optimal performance

- Ability to demonstrate core senior management competencies in strategy, people and performance management.
- Competence in sensitive, support engagement with asylum seekers or other vulnerable young people
- Well-developed capabilities in supporting organisations around compliance across a range of areas: Safeguarding, HR, Health and Safety, GDPR
- An ability to initiate and build relationships with people in an open, friendly, and accepting manner, engaging sensitively with our young people, productively with external partners and supporting team members to develop
- Comfort with adapting and adjusting to multiple demands, shifting priorities, ambiguity, and rapid change
- An ability to work in line with the values of KRAN as an empowering, holistic, approachable and non-judgemental service provider
- Sound IT skills and capable of using databases system
- Preferably, valued engagement in the operations of a charity or being on a trustee board

JOB DETAILS

Full Time: 37.5 hrs per week, including participating in out of hours rota

Payscale: Starting at NJC pnt 32+ (depending on experience) £40,221

Accountable to: CEO, deputising for the CEO as necessary, reporting to tTrustees

Responsible for: Advocacy and Support Team (AST)

Location: Canterbury hub, with travel to other hubs and external meetings as required

Benefits: Pension, 25 days holiday, plus bank holidays, as well as 6 days office closure leave over Christmas and the New Year. Work life balance flexibility, and friendly staff

team. Internal and external training available for the role as well as continued professional development and opportunities for the development.

Where the role fits in KRAN as part of the Senior Management Team ...

