

'For me the Saturday group is an oasis in the desert. I have found love and companionship and provision that have been a nourishment to my heart, body and mind.' Mirriam



**Charity Director
Nottingham and Nottinghamshire Refugee Forum
Candidate Information Pack
May 2022**

Candidate Brief for the position of:

Charity Director

Could you lead this outstanding organisation that's passionate about supporting asylum seekers and refugees in Nottingham and Nottinghamshire to achieve just outcomes, rebuild their lives and integrate into society?

A welcome from our Chair

I am delighted in your interest in the post of Charity Director at Nottingham and Nottinghamshire Refugee Forum (NNRF). I hope this pack will give you the information you need to apply with confidence for this post.

What we are looking for above all else is someone who is passionate about the rights of asylum seekers and refugees. The situation for people who've arrived in the UK to seek asylum and make their home in our county is extremely challenging and our work has never been more important.

The Forum has undergone a period of growth over the past three years and we need our new Charity Director to ensure it continues to work as efficiently as it can and be sustainable into the future. We are looking for someone who will ensure that the Forum not only provides its quality support and advice, but it also continues to provide a welcoming and safe place for all asylum seekers and refugees in Nottingham. As one of our service users said:

'The Refugee Forum serves as a social hub to most of our refugee and asylum seeker service users. As such, they see this space as vital in their lives not just for the provision of advice and referrals, but as a special point of connection with their fellow country folk and for establishing new friendships and social bonds. For most, this is where their integration journey really begins.'

If this role describes you, and the difference you want to make, then we very much look forward to receiving your application.

Jennie Fleming
Chair

About Us

"I left my family back home and lost everything, but with your support I feel like I belong again; you're not only an organisation of support; you are home."

NNRF was formed in 2000 by local people and organisations including members of faith groups and Trade Unions, in response to the Home Office's decision to disperse thousands of asylum seekers to Nottingham. In its 22 years we have grown to encompass 19 different services, 50 staff and 144 volunteers.

The vast majority of asylum seekers are barred from working. Physical and mental health problems are common, including PTSD. Those receiving refugee status often face overwhelming complexities obtaining NI numbers, applying for benefits and finding a home. Employment is difficult to find without good English language and marketable skills. Periods of destitution and homelessness often result. We seek to relieve some of these physical and mental stresses and to assist those granted refugee status to rebuild their lives and integrate. We believe in early intervention and empowerment and have focused on improving clients' knowledge and confidence to support them to navigate the complicated asylum and benefits systems.

NNRF is unique in having simplified the process of obtaining help by developing a 'One Stop Shop' comprising a wide range of advice & support services covering housing, immigration, employment, education, benefits and health. We also run an Anti-Destitution Project, a Children & Families Project, a Youth Project, a Community Café, and provide practical support to a refugee women's group and other refugee community organisations in the city.

The Volunteering Project is one of our core projects, as volunteers underpin the work of every service within NNRF. As the organisation has grown over the years the value of their input has been immeasurable. In 2019, the Volunteering Project achieved "Investing in Volunteers", the UK's quality standard for good practice in volunteer management.

NNRF owns a separate Community Interest Company, 'Voices in Refuge' interpreting service. This service provides both paid and volunteer interpreters covering 25+ languages. Its work is vital for effective communication and support for NNRF clients and external bookings help pay for ongoing training and employment of the interpreter team.

As well as providing practical support a key NNRF mission is to provide a safe and welcoming space for all. We have recently redesigned our café space to make it warm and friendly based on client designs. The large allotment space at the back of the building is being redeveloped to offer opportunities for learning, improved mental health and social interaction. NNRF regularly organises social and cultural activities and believes it's important to celebrate clients varied identity and diversity.

A one-year strategy has recently been produced that will take us forward to March 2023. Before then, work will begin on a 3 - 5-year strategy which will include participation from all stakeholders at NNRF. Now is a great time to join NNRF as you will help shape this strategy and the future direction of the organisation.

NNRF is ably supported by an experienced and professional trustee board. As well as reporting to the board the new Charity Director will attend several sub committees including Finance, HR, Grants, Safeguarding, Health and Safety and Information Security. The organisation's financial position is healthy, and it has had recent success in securing multiyear grants for some of our core work.

'I feel prepared of what lies ahead now that I know more about the asylum system, thank you for the information and taking the time to call me every week, I feel like someone genuinely cares for my wellbeing' NNRF client

'I am happy because I now have made friends, I was scared before and felt sad, thank you for this gift' – Ahmed, 7

'This week is my one year anniversary of being with you, which has been an honour. As I've mentioned many times, we don't just deliver food and clothing and...., we also deliver hope. When we added some flowers to the packages, everybody noticed how much impact it had. Every time we deliver something, we also deliver the message: "YOU AREN'T ALONE" which is more important than anything else to someone who is alone in the country and doesn't know anyone, doesn't know the language and is unfamiliar with the culture here. Hopefully we will be carrying on as long as they need us. Thank you. Mo -
Saturday Food Delivery Driver

Job description

Location	Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB
Time Commitment	37 hours per week, taking into account the needs of the organisation. Occasional evenings & weekend working may be required.
Remuneration	£42,000 - £48,000 per annum (please note that we don't anticipate the salary being initially awarded at the higher end of the scale)
Reporting to	Chair and the Board of Trustees
Direct reports	Deputy Director, Senior Finance Officer, Advice Services Manager and Volunteer Manager

Overall purpose of the role

- Provide clear strategic vision, confident leadership and effective management within NNRF
- Provide leadership and support to the Forum's staff and volunteers enabling them to empower refugees & asylum seekers, through the delivery of a high quality, proactive and responsive service
- Work with the Chair of the Board and the Trustees to provide effective governance of the organisation, co-produce strategy, policy and implement agreed business plans
- Ensure the financial sustainability of the organisation working with the management team and finance committee
- Ensure our service user's voice is included at all stages and is held at the heart of our offer.
- Represent the Forum externally building effective and mutually supportive partnerships and act as an advocate for the needs of asylum seekers & refugees

Main duties and responsibilities

- Leading the management team and reporting directly to the trustee board, the Charity Director will drive the organisation's future strategy and structure and enable excellent service delivery

- Lead on staff wellbeing and development
- Manage the organisation's affairs in an efficient and effective manner, in line with the objectives set out in the strategic plan
- Establish mechanisms for reporting to and listening to the views of service users on the organisation's performance

Strategic work

- Work with the Board of Trustees to develop the vision and implement strategic and business plans to ensure NNRF fulfils its aims & objectives
- Assume overall responsibility for the day-to-day management of the organisation, ensuring the highest quality of services are delivered in a safe, welcoming environment
- Work with the Board to develop & review all policies and procedures & ensure their implementation
- Ensure the organisation keeps abreast of legal, administrative and other changes affecting asylum seekers & refugees & cascade relevant information within NNRF
- Develop and maintain knowledge of best practice within refugee and asylum seeker support services

Line management and leadership

- Line manage members of the Management Team, providing support, regular supervision & annual appraisals
- Lead the Management Team to deliver staff engagement and performance plans through effective leadership, communication, supervision, appraisal and mentoring of teams
- Enable and support the management team to fulfil its duties and responsibilities, ensuring that the team receives the right advice and information in a timely, thorough and appropriate manner.
- Lead and work with the management team to manage the overall operational management of the organisation, ensuring that the organisation delivers on its aims and legal obligations and operates within the annual budget
- Be the nominated person to receive, and where appropriate, deal with complaints, concerns or suggestions from service users or outside agencies
- Attend monthly Board meetings and provide a Management Report
-

- Share responsibility for dealing with emergencies with other members of the Management Team
- Be the lead person responsible for Health & Safety & Safeguarding or ensure this is carried out by a senior member of staff

Finance

- Work with the Treasurer & the Finance Committee to set the annual budget & regularly review income and expenditure
- Ensure NNRF meets its legal financial obligations and reporting requirements
- Ensure that adequate funding is available to sustain NNRF activities from a diverse range of sources, including Charitable Foundations, public sector contracts and earned income
- Lead the development of a Funding Strategy

Public profile and representation

- Promote & maintain a public profile for NNRF, representing the organisation at relevant forums with statutory and voluntary sector organisations and the local community
- Engage with and influence policy, locally & nationally, to advocate for the needs of refugees and asylum seekers
- Build links with refugee community groups & other support organisations locally & nationally
- Seek opportunities to raise the profile of NNRF & its work both locally & nationally, including via the media

Diversity

- NNRF is committed to its Equalities, Diversity and Inclusion policy and practices, and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation

Partnerships

- Work with the management team to build external relationships and influence through partnerships and collaborations within the third sector community, politicians, the media and government officials to advance the organisation's aims and increase community reach
- Maintain existing & develop new partnerships to deliver joint projects to enhance services for asylum seekers & refugees

Monitoring and evaluation

- Oversee the monitoring & evaluation of NNRF services to ensure quality is maintained
- Ensure that reporting requirements of funders are met
- Develop channels of communication for service users' views to be heard
- Oversee the compilation & publication of the Annual Report and contribute to the AGM as required

Organisational responsibilities

- Hold regular one-to-one supervision meetings with staff reporting directly to you, including annual appraisal meetings, and attend staff meetings
- Be an effective NNRF ambassador by upholding and demonstrating the organisational values and behaviours at every opportunity, through verbal, written and face to face communication
- Work collaboratively with other staff and departments to help prepare and support events e.g. Refugee Week, conferences and AGMs
- Maintain full and accurate monitoring information, report writing and data handling under GDPR guidance
- Participate in own supervision and appraisal process with the Chair
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder

Person specification

NNRF have gone through a period of significant growth and development, and we are looking for a Charity Director who can lead us into our new strategic vision.

Personal competencies

We are looking for someone who has -

- A passionate commitment to advocate for the rights of asylum seekers and refugees
- Ability to support and motivate staff and volunteers in their emotionally demanding work

- Drive and enthusiasm and a results-orientated approach
- Strong and enabling leadership skills
- Excellent time management skills – a completer/finisher
- Excellent communications skills, built on trust and understanding
- Confidence, gravitas and reliability to lead under pressure, alongside strong negotiation and conciliation skills
- Strategic planning acumen, decision-making, and problem-solving skills
- Proven ability to work independently at operational and strategic levels

Essential

- Demonstrable experience in a senior leadership role
- Experience in leading projects that deliver meaningful transformation
- Leading diverse teams
- Understanding of performance management processes and team capacity building
- Strong collaboration, partnership building and networking experience
- Track record of applying for and leading successful funding applications and projects
- A strong knowledge, experience of, working in third sector management and understanding of the key elements of successful partnership working
- Strong understanding of third sector finance and a track record of successfully bidding for funds.
- Proficiency in use of MS applications
- Comprehensive knowledge of safeguarding and safe practice

Desirable

- Lived experience of the asylum system
- Knowledge of the asylum system
- Experience of working (paid or unpaid) within a refugee and asylum seekers organisation/setting
- A relevant degree and/or professional qualification or relevant proven experience
- Strong understanding of data systems and impact measurement
- Track record of ensuring financial resilience, sustainability and efficiency in an organisation
- Experience of leading large teams
- Ability to deliver training

How to apply?

Please read the candidate information pack for further information prior to sending in your application. Application is by CV and a covering letter which should indicate **why you are interested in applying for the Charity Director role and how you meet the role requirements**. Please send this to Lucinda Shaw at our recruitment partners [Eastside Primetimers](#) at lucinda@ep-uk.org. If you would like a call to discuss the role in more detail, with Lucinda or someone at the Forum, please email Lucinda to arrange a convenient time.

The closing date is **Monday 4 July** and interviews with NNRF will be held on 20 July.

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

NNRF is committed to equality, diversity and inclusion within the recruitment process. Our recruitment organisation Eastside Primetimers works to ensure that their recruitment approach is fully inclusive and reaches a diverse range of potential candidates. We warmly welcome applications from all suitably qualified candidates.