



Hackney Migrant Centre

DIRECTOR

JOB DESCRIPTION

JOB TITLE:	Director
HOURS:	35 hours per week
CONTRACT:	Permanent
SALARY:	£42,363 (NJC Scale 35, progressing to Scale 38 and including £3,473 London Weighting)
ACCOUNTABLE TO:	Board of Trustees, line managed by a designated Trustee

RESPONSIBILITIES OF THE POST

The main responsibilities are to:

- Take overall responsibility with the staff team for developing and implementing HMC's strategic aims and objectives (in consultation with trustees) and organisational planning.
- Work with trustees and staff to regularly review performance in line with agreed strategies.
- Ensure the voices of the visitors are at the centre of HMC's strategy and development.
- Take overall responsibility for recruitment, supervision and management of staff.
- Lead on HMC's service delivery, retaining its vision and ethos and ensuring that a high-quality service is delivered to HMC's visitors consistent with HMC's strategic plan.
- Take overall responsibility for the sustainability of the organisation, by ensuring that procedures are in place to safeguard and manage its financial stability and ensure principles of good governance are applied to the organisation.
- Develop and take responsibility for the campaigning and policy work of HMC arising out of its frontline work with migrants; and to speak up for the rights of migrants at public fora and in written and other media.

Leadership and strategy

- To work with staff, visitors, volunteers and trustees to maintain the stability of the organisation and identify relevant opportunities for organisational development, with primary reference to the needs of visitors and our organisational aims.

- To take responsibility for developing and maintaining strong relationships with other relevant organisations including funders, charities, community-led groups, local councils, health authorities and other groups dealing with the rights and welfare of migrants.
- To foster a strong collegiate culture among the staff, and be an approachable leader who can provide day-to-day support and champion the development of our staff team.

Service Delivery

- To be responsible for the successful management of the weekly initial advice service, ensuring the sessions are conducted in a welcoming and safe manner and run smoothly and effectively for the advisors, visitors and volunteers.
- To continually review the effectiveness of HMC's service delivery, ensuring it responds to changes in the external policy environment, immigration sector and the needs of HMC's visitors.
- To oversee casework management including ensuring a high quality service that involves good record keeping and client care practices and that caseloads remain manageable.
- To be responsible for ensuring appropriate processes are in place to safeguard visitors.

Finance and Fundraising

- To take overall responsibility for the financial sustainability of the organisation through oversight of the work of the Operations Manager and Finance Officer, and with the support of the Treasurer.
- Supporting the Operations Manager and Fundraiser on project development to attract new funding and partnership opportunities.

Governance

- To ensure appropriate good governance is applied across HMC including identifying, managing and mitigating operational and strategic risks, and ensuring that these are brought to the prompt attention of the Trustees.
- To ensure that HMC's policies are appropriate, meet legal and operational requirements and are reviewed regularly by the Board of Trustees.
- To be the Personal Data Lead and ensure the personal data of visitors is used fairly and responsibly.

Campaigning and Policy

- To develop and take responsibility for the campaigning for policy changes arising out of our frontline work with migrants and informed by the lived experience of our visitors and the issues that are important to them.
- To ensure adequate resources and staff and/or volunteer time are available to sustain such work.

- To advocate for the rights of migrants at public fora and in the media as appropriate.
- To oversee HMC's external communications.

Staff Management

- To line-manage the Operations Manager, Housing and Destitution caseworkers, Immigration Advisor (not yet in post) and some support staff and ensure they are supported and developed in their roles.
- To ensure that HMC has a full range of staff policies and procedures, including a staff appraisal and development programme, and that these are regularly reviewed and implemented.
- To lead regular staff meetings.

General

- To undertake other duties as required in order to ensure the smooth running of HMC

Person Specification for the Director Post

Items marked **E** are essential and **D** are desirable

<p><u>Experience</u></p>	<p>E – Experience of managing a team and developing staff E – Experience of managing front-line service delivery for vulnerable people E – Experience in developing and implementing strategy for an organisation E – Understanding of casework and casework management E – Experience of managing budgets D - Experience of implementing good monitoring and evaluation practices, including the collection of service-user case studies and feedback D – Experience managing a small charity D – Experience of working with volunteers D - Experience of leading an organisation through a period of change/growth</p>
<p><u>Knowledge</u></p>	<p>E – Working knowledge of the impact of immigration policy on migrants and housing options available to people with insecure immigration status E - Good understanding of financial accounting and budgeting in voluntary organisations E – Understanding of the needs of vulnerable or marginalised people D - Strong understanding of organisational risk management D - Understanding of safeguarding principles</p>
<p><u>Qualities</u></p>	<p>E – Demonstrable commitment to migrants’ rights and an approach to working that fosters solidarity, empowerment and anti-racism E – A motivated self-starter capable of working with limited supervision</p>
<p><u>Skills and abilities</u></p>	<p>E – The ability to work with and support staff and act as a bridge between the staff team and Trustees and act as a bridge between the staff team and Trustees E – Good written and oral communication skills in English, especially an ability to communicate our work to different audiences and communicate with individuals from a variety of backgrounds E - Strong IT skills, and experience in database management</p>