



**Job title:** Services Manager - Brent

<b>Reports to:</b>	Director
<b>Direct reports:</b>	Case Worker, Project Co-ordinator, Project Worker
<b>Budget responsibilities:</b>	Project budgets
<b>Salary:</b>	£35,702 plus 5% pension contribution
<b>Hours:</b>	35 per week. There is some early evening work including a requirement to work until 8pm on Wednesdays. There is a time off in lieu policy.
<b>Holiday:</b>	30 days per year including bank holidays (rising one day per year after year 1)

### **Purpose and scope of the job**

The Young Roots' Services Manager in Brent is responsible for the development and delivery of our programme of work in the locality. They ensure the excellent quality and safety of all our services and activities: our casework service, youth activities and English language learning projects.

They work closely with the Services Manager in Croydon and the Operations Manager, they are responsible for ensuring youth participation is central to our work, monitoring and evaluation is embedded in the delivery of activities; funders receive excellent feedback and reporting; the office is well managed and IT systems meet the needs of staff. The Services Managers are Young Roots' designated safeguarding officer and deputy safeguarding officer.

They are part of the senior management team supporting the Director to implement our fundraising strategy and they play a key role in the development of the organisation.

### **Job description: duties and key responsibilities**

#### **Staff and Volunteer Management**

1. To line manage Caseworkers, Project Co-ordinators and Project Workers as needed, in a supportive enabling way, ensuring they are fulfilling their job description and focusing on performance management.
2. To be responsible for recruitment, training and induction of new staff and support with volunteer recruitment.

3. To hold team meetings within the location they work, monthly staff supervision meetings, case discussion meetings and annual performance development reviews.

### **Managing our casework, youth activities and English language project in Brent**

4. To oversee and develop our casework service in line with best practice and the needs of young people.
5. To oversee and develop our youth activities and trips.
6. To oversee and develop our English language project.
7. To ensure the above strands of work are integrated with each other.
8. To develop effective, well managed partnerships as appropriate.
9. To ensure each activity is staffed appropriately each week.

### **Safeguarding and Child Protection**

10. To be Young Roots' designated safeguarding officer/deputy safeguarding officer.
11. To attend regular safeguarding training and maintain updated safeguarding knowledge.
12. To deliver regular safeguarding training and briefings for staff, volunteers and trustees.
13. To be responsible for risk assessments throughout the projects including signing off risk assessments.

### **Youth Participation**

14. Working with the Services Manager in Croydon, to lead on implementing our Youth Participation Strategy ensuring the voices of young people are central to our current projects and the development of our work.

### **Monitoring, Evaluation and Reporting**

15. To be responsible for implementing the monitoring and evaluation plans for the projects, working closely with the Operations Manager who has overall responsibility for M&E.
16. To ensure the reporting requirements of funders are met.

### **Fundraising and Finance**

17. To manage project budgets liaising with the Finance Manager.
18. To ensure compliance with project funders terms and conditions.

### **Office Management**

19. Working with the Operations Manager, to ensure the office environment enables maximum productivity of staff and volunteers resolving issues as they arise and developing good systems.
20. To lead on office health and safety.

21. To develop our working environment as the organisational needs change.

22. To ensure the office is kept well supplied with resources and stationery.

**IT and Website development**

23. Working with the Operations Manager, to ensure IT issues are resolved in a timely way.

**Other responsibilities**

24. To attend and take part in training as agreed with the Director.

25. To attend regular staff meetings, supervision, project planning, team and debrief meetings as agreed with the Director.

26. To read, understand and agree to Young Roots’ child protection/safeguarding policy.

27. To read, understand and implement the Young Roots’ equal opportunities policy

28. To read, understand and implement the Young Roots youth participation strategy

**Person specification**

Criteria	Essential	Desirable
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Proven Project Management skills</li> <li>• Ability to use own initiative and work independently</li> <li>• Excellent partnership working skills</li> <li>• Excellent team working skills</li> <li>• Excellent administrative and IT skills</li> <li>• Excellent leadership skills</li> <li>• Excellent time management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak one or more refugee community languages is highly desirable (e.g. Pashto, Dari, Arabic, Tigrinya, Vietnamese, Sorani, Amharic and Albanian)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of both group work and casework with refugees and asylum seekers</li> <li>• Experience of working with young people</li> <li>• Experience of working in partnership with other organisations</li> <li>• Experience of project management</li> <li>• Experience of managing budgets</li> <li>• Experience of monitoring and evaluating projects</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the local area (North West London)</li> <li>• Establishing and/or managing casework service</li> <li>• Experience of project fundraising and reporting to funders</li> <li>• Certified at OISC Level 1 or more</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of recruiting, managing and motivating staff and volunteers</li> <li>• Experience working in voluntary or statutory sector with vulnerable clients</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate qualification in refugee studies or related subject</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the UK asylum and social care systems for Unaccompanied Asylum Seeking Children, young asylum seekers and refugees</li> <li>• Understanding of the challenges experienced by young refugees and asylum seekers in London</li> <li>• Knowledge of and commitment to participatory methods of working with young people</li> <li>• Excellent knowledge of child protection issues and safeguarding processes</li> </ul>	
<b>Personal attributes and other requirements</b>	<ul style="list-style-type: none"> <li>• Flexibility</li> <li>• Trust and integrity</li> <li>• Understanding of the challenges of working in a small charity</li> <li>• Commitment to Young Roots' values</li> <li>• Commitment to Youth Participation</li> <li>• Willingness to work outside usual office hours</li> <li>• Willingness to undergo a DBS check for Young Roots</li> <li>• Willingness to take part in training</li> <li>• Commitment to supporting young refugees and asylum seekers</li> <li>• Enthusiasm for leading an expanding project</li> </ul>	

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