



<b>Job title:</b>	<b>Head of Services - Croydon</b>
<b>Reports to:</b>	Chief Executive
<b>Direct reports:</b>	Casework Manager, Young Development Coordinator
<b>Budget responsibilities:</b>	Project budgets
<b>Salary:</b>	£40,000 plus 5% pension contribution
<b>Hours:</b>	35 per week. There is some early evening work including a requirement to be available to work until 8pm on Thursdays. There is a time off in lieu policy.
<b>Holiday:</b>	33 days per year including bank holidays (rising one day per year after year 1)

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

The Head of Services in Croydon will be focused on ensuring Young Roots' services and activities are values and outcomes driven, with excellent internal processes for project design and delivery. The postholder will be focused on building strong local partnerships and influencing local practice and networks, working closely with our new campaigns/influencing role when appointed. They will be the key contact for most of the grants in their area once funding is secured, and be vital in developing those relationships and reporting well. They are the organisational lead/deputy on safeguarding. They will provide excellent leadership to their team, have a focus on staff wellbeing, and devote time to their senior management responsibilities as part of the Senior Management Team.

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

#### **1. To lead the development of the Croydon delivery team**

- To line manage the Casework Manager and Youth Development Co-ordinator, in a supportive enabling way, ensuring they are fulfilling their job description and focusing on performance management.
- To be responsible for recruitment, training and induction of new staff and maintaining oversight of volunteer recruitment.
- To hold team meetings, monthly staff one-to-one meetings and annual performance development reviews.

#### **2. To be a key member of the Senior Management Team**

- To advise SMT on issues relating to service development and delivery, and safeguarding.
- To engage in organisational wide discussions, giving your view, and supporting the end decision.
- To take joint responsibility for implementation of Young Roots' strategy.
- To represent Young Roots externally, deputising for the Chief Executive when necessary.

#### **3. To lead the development of Young Roots' programme of activities and services in Croydon**

To lead the implementation of our strategy in Croydon, ensuring Young Roots' participative, human rights and asset-based approaches are at the heart of our work with young people, and that our work is outcomes focused. This will include:

- Leading the development of our youth development programme, trialling new projects for different groups of young people
- Leading the development of our casework service, holding quarterly casework team meetings
- Leading the development of our advice and support hub
- Ensuring all projects are well managed, safe and meet objectives

**4. To lead the development of our youth leadership work**

- To develop our youth leadership programme working closely with colleagues in Brent and Croydon.

**5. To develop effective, well managed partnerships to support our service delivery and influencing objectives**

- To develop and manage partnerships with expert organisations, whose values align with our own to support our service delivery
- To develop and manage partnerships that support our influencing objectives working closely with the new influencing post when recruited.

**6. To be the organisational lead/deputy on Safeguarding and Child Protection**

- To be Young Roots' organisational lead/deputy on safeguarding as the designated safeguarding officer/officer/deputy.
- To maintain excellent safeguarding knowledge.
- To ensure the staff and volunteer team have an appropriate level of training across the organisation, delivering regular safeguarding training and briefings for staff, volunteers and trustees as necessary, and ensuring the team attend appropriate external training.
- To ensure excellent reporting to SMT and Trustees of safeguarding issues, including a twice yearly overview report to the trustees.
- To be responsible for risk assessments throughout the Croydon projects including signing off risk assessments.

**7. To lead Young Roots' work on youth participation, strengths-based approaches and implementing our DEI objectives through our activities**

- Ensure the voices of young people are central to our current projects and the development of our work in Croydon.

**8. To lead the implementation of monitoring, evaluation and reporting plans in Croydon**

- To be responsible for implementing the monitoring and evaluation plans for the projects, working closely with the Impact and Communications Manager
- To ensure the reporting requirements of funders are met.

**9. To support Young Roots' fundraising strategy**

- To work closely with the Head of Fundraising and Development to identify and apply for funding for projects in Croydon and more widely.
- To develop excellent relationships with funders.
- To ensure compliance with project funders terms and conditions.
- To complete funding reports on time and to an excellent standard.

**10. To develop and manage project and staff budgets for the Croydon delivery team**

- Working closely with the Head of Finance and Internal Operations, to develop annual budgets, and budgets for specific projects, ensuring these are monitored regularly.
- To ensure our financial procedures are followed by the Croydon Team and meticulous approach to expenses is adopted.

#### **11. To develop an excellent office environment**

- Working with the Head of Finance and Internal Operations, to ensure the office environment enables maximum productivity of staff and volunteers resolving issues as they arise and developing good systems.
- To lead on office health and safety with the Head of Finance and Internal Operations.
- To develop our working environment as the organisational needs change.
- To ensure the Croydon delivery team have the resources they need to work effectively at home or in the office.
- Working with the Head of Finance and Internal Operations, to ensure IT issues for the Croydon delivery team are resolved in a timely way.

#### **12. Other responsibilities**

- To work within Young Roots' values at all times.
- To attend and take part in training as agreed with the Chief Executive.
- To attend regular staff meetings, one-to-one meetings, project planning, team and debrief meetings as agreed with the Chief Executive.
- To read, understand and agree to Young Roots' child protection/safeguarding policy.
- To read, understand and implement the Young Roots' equal opportunities policy
- To read, understand and implement the Young Roots youth participation strategy

**An enhanced Disclosure Barring Service (DBS) certificate is required for this role.**

## Person specification

Criteria	Essential	Desirable
<b>Skills and abilities</b>	<p>Excellent leadership skills</p> <p>Excellent people management skills</p> <p>Excellent verbal and written communication skills</p> <p>Proven Project Management skills</p> <p>Ability to use own initiative and work independently</p> <p>Excellent partnership development skills</p> <p>Excellent influencing skills</p> <p>Excellent team working skills</p> <p>Excellent administrative and IT skills</p> <p>Excellent time management skills</p>	<p>Ability to speak one or more refugee community languages is highly desirable (e.g. Pashto, Dari, Arabic, Tigrinya, Vietnamese, Sorani, Amharic and Albanian)</p>
<b>Experience of:</b>	<p>Working at a senior level within an organisation</p> <p>Leading and managing teams (significant)</p> <p>Programme/project development</p> <p>Project management (significant experience)</p> <p>Experience of both group work and casework with refugees and asylum seekers</p> <p>Experience of working with young people</p> <p>Experience of working in partnership with other organisations</p> <p>Experience of safeguarding (significant experience expected)</p> <p>Experience of managing budgets</p> <p>Experience of monitoring and evaluating projects</p> <p>Experience of recruiting, managing and motivating staff and volunteers</p>	<p>Experience of working in the local area (Croydon/South London)</p> <p>Establishing and/or managing casework service</p> <p>Experience of project fundraising and reporting to funders</p> <p>Certified at OISC Level 1 or more</p>

	Experience working in voluntary or statutory sector with vulnerable clients	
<b>Qualifications</b>		Educated to degree level  Postgraduate qualification in refugee studies or related subject
<b>Knowledge</b>	<p>Deep knowledge of the UK asylum and social care systems for unaccompanied asylum seeking children, young asylum seekers and refugees</p> <p>Excellent knowledge of child protection issues and safeguarding processes</p> <p>Understanding of the challenges experienced by young refugees and asylum seekers in London</p> <p>Knowledge of and commitment to participatory methods of working with young people</p> <p>Knowledge of Diversity, Equity and Inclusion approaches</p>	Asset-based/strengths based approaches
<b>Personal attributes and other requirements</b>	<p>Flexibility</p> <p>Trust and integrity</p> <p>Understanding of the challenges of working in a small/medium sized charity</p> <p>Commitment to Young Roots' values</p> <p>Commitment to Youth Participation</p> <p>Willingness to work outside usual office hours</p> <p>Willingness to undergo a DBS check for Young Roots</p> <p>Willingness to take part in training</p> <p>Commitment to supporting young refugees and asylum seekers</p> <p>Enthusiasm for leading an expanding project</p>	