

Registered Charity No: 6308078: Company Limited by Guarantee No: 1120609

Office 37, Laton Bush Centre, Harlow, CM18 7BL

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**Job Description and Specifications**

**Position:** **Chief Executive Officer/Operations Manager**

**Hours:** 37.5 hours per week

**Pay Grade:**

**Salary:** £36,016

**Holiday Entitlement:** 30 days

**Responsible to:** Integration Support Services Board of Trustees

The post of CEO/Operations Manager will be central to the growth and development of ISS and will play a leading role in the promotion of positive policies and practices on issues relating to Migrants, Refugees and other BME groups.

Integration Support Services is a small charity based in Harlow, West Essex which consists of a small team of paid staff and volunteers. The charity provides various services for the local community of migrants, refugees, asylum seekers and BME groups living in Essex and Hertfordshire. The examples of the services provided by ISS are English lessons for adults, social events, talking groups, immigration advice, women’s group, children’s Saturday club, hate crime report centre, etc.

The CEO/Operations Manager will have executive responsibility for the strategic development and management of the organization, the preparation and implementation of the ISS strategic plan as developed, and for the growth and expansion of the organisation, under the supervision of and with the support of the Board of Trustees.

Reporting to the Chair and the Board of Trustees/Directors, the CEO/Operations Officer will have overall responsibility for service delivery, advocacy, policy development and research programmes.

The Covid 19 pandemic caused the charity to move all its services online. Previously we had a predominantly face-to-face service delivery model. We are financially stable with good funder relationships.

Integration Support Services has a track record of good service delivery since it was founded by a group of migrant volunteers in 2007. This is due in no small part to the dedication and hard work of our staff and volunteers.

ISS board of trustees keenly anticipate the challenge of 2021 and beyond: we are looking for a Chief Executive who can share this challenge by planning strategically, delivering change, providing leadership and piloting us confidently through rapidly changing times. The board are confident that with the right leadership ISS will be able to overcome all difficulties and turbulent times in our way.

**The CEO/Operations Manager's Role**

The CEO is responsible to the Trustee Board for the leadership and management, sustainability and development of Integration Support Services. As a strong communicator and influencer CEO will build solid relationships and represent ISS to partners, funders and stakeholders. CEO will oversee all operational aspects of the organisation ensuring the delivery of the high-quality service utilising both paid staff and volunteers. As CEO, you will develop our programme of research and campaigns, informing Marketing activities, and will have the vision and energy to ensure that ISS is developing and generating income. CEO will lead the organisation working with staff and volunteers developing a strong organisational culture which is supportive of teams and individuals.

**Responsibilities of CEO/Operations Manager**

**Strategic Management of the Organisation**

* In conjunction with the board to develop Harlow Integration Support Services Strategic Business and Development Plan.
* Maintain an awareness of the operating environment such as those legislative developments, social trends and local needs likely to affect demand for advice and opportunities for service development.
* Obtain sufficient funding for the provision of ISS services.
* To effectively manage the strategic aims of the organization in line with agreed plans and mission statement;
* To develop the organization in Achieving and implementing high quality standards, e.g. PQASSO, MATRIX, Investors in People and other standards.
* Making sure that all operational ISS policies are up to date and adhered to.

**Operational Management of the ISS Projects**

* Management responsibility for the delivery of various Projects as detailed in the business plans and strategic plans.
* Monitoring and evaluation of the projects, reporting to funders and the Board of trustees.
* To secure the resources needed to successfully run the projects.
* Develop and maintain practices to ensure that high quality standards of service delivery are met and appropriate systems are in place for staff supervision, case recording, statistics, follow-up work and quality control.
* Develop ISS funding base by identifying potential funding opportunities consistent with its aims and operating environment, applying for funding as agreed by the governing body.
* Negotiate and review all grants and service agreements in consultation with the board of trustees, ensuring that existing services are adequately funded and appropriate grant applications are made.
* Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with contracts.

**Financial Management**

* Ensure that all finances are properly managed, administered, budgeted, monitored and reported and that appropriate financial regulations and controls are in place and in use at all times.
* Advise Trustees on the proper allocation of resources.
* Oversee the correct preparation of accounts and financial statements**.**
* Secure adequate future funding to ensure that ISS has stable, secure long-term lines of funding;
* Manage the ISS finances efficiently and effectively;
* Ensure best practice procedures are adhered to in the management of the Integration Support Services finances and management information systems.

**Supporting the Board of Trustees**

* Ensuring that all appropriate company and charity law requirements are satisfied.
* Develop and deliver opportunities for strategic reflection, development, approval, implementation and monitoring.
* Arrange and attend regular meetings with ISS’s governing body, which is the board of trustees, including the annual general meeting and any special general meetings.
* Advise the board of trustees on financial, staffing and service delivery issues and on compliance with all relevant legislation, e.g. company and charity law, health and safety, employment.
* Ensure that ISS addresses discrimination in all forms through all its activities.
* Ensure production of ISS‘s annual report.
* Involve the board of trustees in important financial decisions and make these decisions in close consultation with the board.

**Staff Management**

* Ensure that effective, relevant employment (including recruitment and induction) policies and practices are developed, documented, implemented and monitored.
* Oversee the effective performance management and development of all staff.
* Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can perform at their best.

**Safeguarding**

* Make sure that all safeguarding and child protection issues concerning children and young people who take part in ISS’s activities are responded to appropriately through policies, procedures and administrative systems.
* Make sure that everyone working or volunteering with or for children and young people at ISS understands the child protection procedures and knows what to do if they have concerns about a child’s welfare.
* Make sure children and young people who are involved in activities at ISS and their parents know who they can talk to if they have a welfare concern and understand what action the organisation will take in response.
* Receive and record information from anyone who has concerns about a child who takes part in ISS’s activities.
* Take the lead on responding to information that may constitute a child protection concern. This includes:
* assessing and clarifying the information
* making referrals to statutory organisations as appropriate
* consulting with and informing the relevant members of the organisation’s management
* following the organisation’s safeguarding policy and procedures.

**Achieving key outcomes of the Organisation**

* Ensure that Migrant workers, refugees and other BME communities in West Essex and Hertfordshire are serviced and supported and their human rights are protected;
* Ensure that the findings of Integration Support Services are fed into the appropriate national organisations leading to policy change;
* Link with all key stakeholders and any other relevant agencies.

**Communications**

* Develop effective internal and external communications;
* Ensure that there is a clear communications strategy and policy on relations with the media, coordinate the ISS media response at external meetings, in interviews etc., and, where possible and appropriate, represent the organization on such occasions;
* Encourage and support staff to network effectively;
* Developing new and effective forms of communication within the organisation and the sector in general;
* Ensure communications with funders are clear and effective and meet the organisation's reporting requirement;
* Establish and develop excellent communication networks with key decision-makers in the field.

**Organisational Development**

* Operational responsibility for the performance and activity of the organisation;
* Work closely with staff and board members to manage and coordinate ISS programmed activities and ensure that strategies are understood and implemented successfully;
* Draw up action plans and annual reports to ensure progress on objectives set out in the Plan;
* Report in a transparent and thorough manner to the Board of Directors on all aspects of Harlow ISS operations and service delivery.
* Support Learning and development needs of employees in relation to their ISS role, cultivating a peer support approach, within the staff team.
* To develop and implement and annual performance review system for staff, which include monthly supervisions.
* Ensure that organization is run in accordance with all relevant statutory regulations, providing the Board of Directors with information on relevant laws, policies and codes of practice on matters such as statutory requirements, governance and membership, and changes therein.
* Work in close cooperation with management, i.e. the board of ISS, to ensure that the day-to-day activities of the organisation are carried out in accordance with the stated aims and objectives of the Charity at all times.
* To be responsible for the day to day running of the ISS office. To manage the work of the staff and volunteers of Integration Support Services.
* To develop opportunities for Migrants, refugees and liaise with local service providers.

**Other Responsibilities**

* Any other responsibilities which might be assigned from time to time by the Board of Directors.

**Accountability**

Accountability will be to the Board of Directors. This will be exercised through monthly supervisions and quarterly reports on all areas of the management and development of the organization.

**Specific criteria by which performance will be judged include:**

* Achievement of overall INTEGRATION SUPPORT SERVICES objectives;
* Operations and development performance of the organization as measured against the Strategic Plan and budgets;
* Develop Relationships with external stakeholders;
* Effectiveness of ISS structures, processes and systems within the office;
* Quality and effectiveness of service delivery, advocacy, policy development and research programmes;
* Quality of reports plans and budgets presented to the Board of Directors.

**Desired Outcomes**

* Ensure that ISS is capable of responding to the needs of Migrant workers, refugees and other BME groups
* To develop the organization to ensure quality Standards are met such us that of ‘PQASSO’, ‘Investors in People’.
* Increased empowerment of Migrant Communities to participate and integrate into the local communities.
* To develop the organization in line with the strategic plan.
* To research, identify and progress funding opportunities.
* To develop and implement organizational structure for the staff.

**Candidate Profile**

The Chief Executive Officer will be a dynamic, strategic manager with the proven ability to drive change within a challenging sector.

The Chief Executive Officer should be able to demonstrate a high degree of success in the following areas:

* Policy-promotion and direction of service delivery, advocacy, policy development and research programmes;
* The management of voluntary organisations / non-government organisations (NGOs);
* The development, implementation and management of business strategies and plans;
* Skills in the development of communications, including the ability to negotiate and deal with the media, funders and government bodies;
* Strong motivational approach to management.

**Previous Experience and Knowledge**

The Chief Executive Officer will have

* At least a primary degree or professional qualification;
* Previous experience at a senior level in a policy development, NGO or related environment;
* A thorough understanding of the sector, and an interest in issues facing the Refugee, Asylum Seeking and Migrant communities in UK;
* Experience of lobbying and influencing policy-makers, legislators, service providers;
* Experience of working in partnership with a range of other organisations.

Skills and Aptitudes

* Leadership skills and ability to motivate others to achieve to their highest potential;
* Ability to think strategically and to translate strategy into manageable actions;
* Highly organised;
* Excellent interpersonal skills;
* Personal credibility in the field of asylum, refugee and migrant rights;
* Excellent communication skills.

**Terms and conditions**

**References**

All job offers are subject to the receipt of two satisfactory references: one should be from your current or most recent employer or line manager, the other should be from a person who knows you in a work related capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

**Shortlisting**

Shortlisted applicants will be invited for an interview via Zoom due to the current Covid 19 pandemic.

We may require additional assessments (eg preparation or practical task/test). If this is the case, you will receive details if you are shortlisted.

**Probation Period:**

* The probation period for this role is six months and can be extended on the board’s discretion. ISS Trustees reserve the right to extend probationary period for such times as it considers appropriate.
* During the probation period CEO will not be able to make any decisions about charity financial matters without prior approval by the board.
* CEO should always consult the board before discussing financial matters with the employees or any third party.
* CEO should discuss any innovative ideas, concerns, plans, new developments, financial matters with the board of trustees as a matter of priority before making any decisions about the charity.
* During the probation period CEO will not be able to dismiss any charity employee or free-lance worker or make any changes in the employment contracts of the charity employees without prior approval by the board.
* CEO will not be able to make any decisions about the charity assets without prior approval by the board.

**Hours of work**:

The contracted hours of work for a full time role is 37.5 hours per week. This role will require flexible working depending on the needs of the organisation.

**Place of work**:

Office 37, Latton Bush Centre, Southern Way, Harlow, Essex, CM18 7LB.

**Pension Scheme:**

Employees are eligible to benefit from the employer’s designated pension scheme. Details will be provided on appointment.

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Amended: January, 2021