



## Job Description – HMSC Resources Manager

### Responsibilities

#### **Governance**

*(Note: Prepared on behalf of Trustees who remain responsible for these deliverables)*

- Define/review HMSC Strategy (including Funding)
- Define HMSC Objectives & Success Measures
- Develop/Monitor HMSC Policies
- Produce/monitor HMSC Business Plan
- Produce Annual Report

#### **Statutory Responsibilities / Key Policies**

- Ensure adult safeguarding policy implemented
- Ensure Health & Safety policy implemented
- Ensure data protection (GDPR) policy implemented

#### **Volunteer Coordination**

- Recruit new volunteers
- Conduct/arrange induction of new volunteers
- Maintain rota of volunteers for each drop-in session and for activities outside the sessions (such as collecting food, monitoring, follow-up work, etc.) (shared responsibility with Services Manager and Destitution Coordinator)
- Ensure volunteers adhere to HMSC Policies
- Maintain good communication with volunteers between sessions
- Organise appropriate in-house and external training for volunteers

#### **Fundraising**

*(Note: These responsibilities may initially be covered for a few months by a contracted Fundraiser)*

- Identify and research prospective grant making supporters
- Develop, write and present persuasive proposals to submit to Trusts and Foundations
- Represent HMSC externally in occasional meetings with, and visits from, Trust and Foundation funders
- Create and maintain accurate records for Trust and Foundation fundraising
- Build and develop relationships with Trust and Foundation funders to maximise future giving
- Identify/research new sources of funding for HMSC to ensure sustainability
- Develop fundraising in the local community
- Co-ordinate one off events such as the London Legal Walk
- Promote fundraising activities via HMSC comms channels such as the website and social media

#### **Staff/Personnel Management**

- Manage staff and advisers as necessary, including the Administrator, and persons providing services such as IT, book keeping and fundraising, setting objectives & conducting regular 1:1s
- Perform annual appraisals
- Organize and attend relevant internal meetings on a regular basis
- Provide Services Manager/Manager cover as required

- Deliver/organise appropriate training

### **Development work**

- Lead on new developments at HMSC (with Services Manager)
- Attend sector meetings (alongside Services Manager & others)
- Be aware of opportunities for growth

### **Partner Organisations**

- Create links & partnerships with other organisations/agencies (with Services Manager)
- Manage SLAs with partner organisations
- Participate in monitoring and review meetings

### **Project Management**

- Initiate and oversee specific time bound projects
- Define budget and identify sources of project funding
- Manage project staff as appropriate
- Attend relevant project meetings

### **Management Information**

- Develop data management tools
- Analyse data to identify issues affecting HMSC visitors
- Provide Updates to Board of Trustees (with Supervising Trustee)
- Prepare & submit timely reports (narrative and financial) to Trusts and Foundations in line with their requirements (with others)

### **Finance**

- Prepare budget and annual accounts
- Process petty cash, invoices for payment, etc.
- Process payroll & pensions
- Provide regular income and expenditure reports
- Manage HMSC's restricted income matrix
- Escalate expenditure or income issues to Trustees

### **Facilities Management**

- Manage utilities, premises, etc.
- Manage insurance - premises, etc.
- Manage Terront Road lease

### **Outreach, networking, and publicity**

- Develop resources and information for the Centre's advice and referral service (with Service Manager and others)
- Organise public information sessions for visitors and the wider public (with Service Manager and others)
- Develop/maintain HMSC website
- Develop HMSC's profile in the community

### **Administration / General (incl. Casework)**

- Maintain effective administrative and IT systems
- Respond to correspondence and telephone enquiries
- Monitor activities and maintain up-to-date records
- Develop HMSC procedures & working practices

### **HR**

- To liaise with the contracted HR support service and Trustees to identify and implement HR solutions as required within the organisation

## **Required Behaviours**

We expect all our staff to:

- ensure the Centre's fundamental aim of providing a safe and caring environment for its visitors is upheld
- express in practice the values and ethos of the Centre in the way people are treated
- work within and support the overall policies and procedures of HMSC
- maintain professional conduct and uphold the integrity and reputation of HMSC at all times
- work in collaboration and partnership with colleagues, volunteers and advisers
- ensure an optimum, high quality service is provided at all times
- lead by example

## **Candidate Specification (qualifications/experience)**

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

### **Education/ Training**

<b>E</b>	Educated to at least A level (or equivalent), preferably degree level or equivalent qualification, or appropriate experience
----------	--

### **Experience**

<b>E</b>	Experience of working in small organisations in a general management role
<b>E</b>	Experience of managing staff (objectives, annual appraisals, remuneration, etc.)
<b>E</b>	Experience of managing budgets, bookkeeping and fundraising
<b>E</b>	Experience of working with people from a wide variety of backgrounds/cultures and whose first language is not English
<b>E</b>	Experience of working in a customer focused environment
<b>E</b>	Experience of coordinating projects
<b>E</b>	Experience of maintaining effective working relationships with a wide range of agencies
<b>D</b>	Experience providing support, supervision and training to volunteers

### **Knowledge/ Technical Skills**

<b>E</b>	Understanding of the voluntary sector, gained in a similar post or by volunteering
<b>E</b>	Ability to keep accurate records of activities
<b>E</b>	Experience of email, word processing, spread sheets and databases, general IT literacy
<b>D</b>	Experience and understanding of working to Quality Assurance Standards
<b>D</b>	Understanding of the asylum system and the difficulties experienced by asylum-seekers and other migrants in the UK
<b>D</b>	Knowledge of other refugee, migrant, homelessness and appropriate relevant organisations
<b>D</b>	Knowledge of UK immigration legislation affecting refugees and migrants

### **Personal skills**

<b>E</b>	High standard of written and spoken English
<b>E</b>	Highly effective communication and interpersonal skills
<b>E</b>	Good administrative and organisational skills
<b>E</b>	Ability to get on with a wide range of people
<b>E</b>	Ability to lead and motivate others

E	Ability to develop contacts in organisations
E	Ability to deal with refugees' and migrants' issues with cultural sensitivity and awareness
E	Ability to maintain confidentiality of client/volunteer information and remain responsive to their needs
E	Ability to work in a team in a stressful and pressurised environment, in a small and busy office
E	Ability to work in a diplomatic, efficient and professional manner both verbally and in writing, ensuring accuracy of information given and received
E	Demonstrable commitment to the principles of equal opportunities
E	Accuracy and attention to detail
E	Being open-minded and able to question assumptions

**Additional Attributes**

E	Commitment to ongoing training and involvement in the work of HMSC
E	Commitment to keeping abreast of developments within the welfare, asylum support and immigration sphere that will impact on migrants
E	Availability, on rare occasions, to work outside of normal office hours (evening meetings)