



Creating a Culture of Welcome

37-39 Chapel Walk
Sheffield
S1 2PD

June 2017

City of Sanctuary Sheffield is looking for an energetic and creative person to manage our new 'Welcome Centre'.

To apply, please send your CV and a statement telling us how you fulfil the criteria outlined in the attached Job Description and Person Spec **by email attachment only** to: sarah@cityofsanctuary.org

Applications must reach us by **12 noon on Monday 10th July 2017**

We will let you know whether you have been short-listed by the end of Wednesday 12th July 2017. The interviews will be held on **Monday 17th July 2017**.

The appointment will be made subject to reference.

Yours faithfully,

Mike Reynolds
Chair, City of Sanctuary Sheffield

JOB DESCRIPTION

City of Sanctuary Sheffield Welcome Centre Manager

1. MAIN PURPOSE AND SCOPE OF THE JOB

To manage the day to day running of the Welcome Centre on behalf of City of Sanctuary Sheffield (COSS)

2. POSITION IN ORGANISATION

Reports to: COSS Coordinator

3. PAY & CONDITIONS

This is a fixed term contract for 12 months. We are committed to making it a full-time (or two part-time), permanent post, when further funding is secured.

Hours of work: 21 hours per week (0.6fte).

Pay scale: NJC spinal pt.30; £26,822 pro rata (£16,093 per annum)

4. DUTIES AND KEY RESPONSIBILITIES

4.1. Manage welcoming & advice provision at the Welcome Centre

- In consultation with Coordinator, draw up a strategy for use of interview facilities
- Recruit and manage a team of volunteers
- Contribute to ongoing management of the Centre
- Deal with ad hoc inquiries

4.2. Help manage the weekly multi-agency Drop-in at Victoria Hall

- Liaise with advice providers to ensure smooth-running of the service
- Attend and supervise the Drop-in as required

4.3.1 Develop & co-ordinate work on the Asylum Journey

- Set up an information hub, collecting and collating information about advice, support and resources available in the city
- Ensure the Asylum Journey database is regularly updated
- Produce written materials as required
- Train and support volunteers to use the information hub and resources, including the Asylum Journey web-based information resource (<http://asylumjourney.sheffugees.org/#/>)

4.4. Evaluation and monitoring

- Maintain appropriate information and recording systems relating to advice provision
- Prepare routine reports, including basic statistics for COSS Trustees and funders.

4.5. Duties of all staff at COSS

- Participate in appraisal processes, and identify with line manager, any training and development needs and undertake training as required.
- Assist with the planning and organisation of away days and events and attend and contribute to internal and external training organised by/for COSS
- Manage budgets and resources, including the reimbursement of expenses, and input into budget setting
- Work as a member of the staff team and contribute to the general activities and development of projects at COSS
- Actively promote and represent the aims, core values and equal opportunities of COSS
- Other duties agreed in consultation with the postholder's line manager, which are in line with the aims of the post.

EQUAL OPPORTUNITIES STATEMENT

City of Sanctuary Sheffield is actively opposed to all forms of discrimination on the grounds of age, gender, ethnic origin, nationality, political belief, religion, marital status, domestic circumstance, immigration status, sexual orientation, physical or mental ability, trade union activity, health or formal education.

SAFEGUARDING STATEMENT

The successful candidate will be required to have a DBS check, and undertake training on safeguarding and health & safety issues.

PERSON SPECIFICATION

This person specification sets out the essential qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

CRITERIA		Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to degree level or equivalent 	✓	
EXPERIENCE	<ul style="list-style-type: none"> Experience of working with refugees and/or asylum seekers in a supporting, enabling or developmental role Experience of developing user engagement Experience of project management Experience of partnership working Experience of working with volunteers 	✓ ✓ ✓ ✓	
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge and understanding of the refugee experience Understanding issues and challenges facing asylum seekers and refugees Knowledge of the UK asylum system Knowledge of advice & support provision available in Sheffield Understand the City of Sanctuary ethos Knowledge & understanding of current issues in advice policy & practice Understanding of the importance of evaluation and monitoring Knowledge of a community language 	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓
SKILLS	<ul style="list-style-type: none"> Understanding of and willingness to work with cultural difference Good level of spoken & written English Excellent communication skills, both written and spoken Ability to work to deadlines with good prioritisation, initiative and time management Able to build and maintain relationships with a range of partners Self motivation and reliability Excellent IT literacy and ability to swiftly learn and use new software 	✓ ✓ ✓ ✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> • Ability to manage and resolve challenging situations • Ability to keep records up-to-date and prepare reports on volunteering activity • Ability to manage volunteers 	 ✓ ✓ ✓	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Empathy with the needs of asylum seekers and refugees • Flexibility and adaptability • Friendly and open approach • Commitment to your own learning & development • Innovative & creative approach to work 	 ✓ ✓ ✓ ✓ ✓	
OTHER REQUIREMENTS	<p>Able to work occasional evenings and at weekends.</p> <p>Able to travel within Sheffield.</p>	 ✓ ✓	