



Description

Role Title: Deputy CEO

Shropshire Supports Refugees is a highly regarded Charitable Incorporated Organisation (CIO) dedicated to supporting refugees and migrants in Shropshire. Based primarily in Shrewsbury, our services extend throughout Shropshire and beyond, including Telford and Wrekin and as far as Cosford.

Our mission is to welcome newcomers to our county, assist with their settlement, and offer a comprehensive range of support services. We collaborate closely with Shropshire local authorities, town councils, statutory bodies, and various local charities to address the needs of refugees and asylum seekers. From delivering English for Speakers of Other Languages (ESOL) to over 300 people to raising funds for asylum hotels, our work is both expansive and impactful.

In the past 24 months, we've experienced unprecedented growth, reflecting the increasing number of refugees and asylum seekers in our area. With a dedicated team of 15 staff members and over 70 volunteers, our focus is on strengthening our services and adapting to the evolving needs of our community.

Location: 3-5 Mardol Gardens, Shrewsbury SY1 1PR

Hours: 37.5 hours per week (negotiable based on experience, qualifications, and ability)

Reports to: CEO

Main Responsibilities:

Overall Project Delivery and Service Management

- Partner closely with the CEO to help guide and grow the charity.
- Participate in strategic and operational meetings to develop and refine structures, systems, processes, and policies, ensuring compliance and meeting Charity Commission obligations.
- Work with the CEO to ensure that contractual duties are met, and projects are delivered with the exceptional quality that defines us.
- Regularly meet with the CEO, Trustees, and senior management to report on project progress and address challenges.

Staff and Team Management (Primary Focus)

- Supervise and support a team of staff and volunteers, fostering a collaborative and high-performance environment.
- Conduct team meetings, individual sessions, and performance management to ensure team well-being and development.
- Oversee systems for recording and reporting to meet stakeholder and funder expectations.
- Act as Deputy Designated Safeguarding Lead (DDSL) for SSR (training will be provided)



- Adjust service delivery methods to effectively meet the needs of service users.

Person Specification:

- Passionate about working with refugees and migrants, with a strong commitment to equality, diversity, and human rights.
- Experienced in people management and dedicated to nurturing team potential.
- Familiar with working with local authorities, third sector organisations, and the public.
- Ideally experienced with refugee and migrant support or similar vulnerable groups.
- Excellent interpersonal and communication skills.
- A strategic thinker with a clear vision and a friendly, approachable demeanour.
- Highly organised with the ability to manage priorities and work under pressure.
- Demonstrates resilience, optimism, and openness to change, and is willing to challenge poor practices.
- Effective at building and maintaining relationships with stakeholders, staff, and volunteers.
- Committed to understanding and addressing the diverse challenges faced by refugees and migrants.
- Proven experience in leading and motivating teams and developing partnerships across sectors.

Benefits:

- Salary: Circa £35,000, depending on experience
- Workplace pension
- Flexible/hybrid working conditions
- 28 days of holiday per year
- Ongoing training and professional development opportunities
- Enhanced DBS check provided

To express your interest, please send your CV and a cover letter by September 30, 2024, to:

amanda.jones@shropshiresupportsrefugees.co.uk

Please note, this role profile is subject to periodic review and may be updated to meet the changing needs of our organisation. The post holder will be involved in this process, and we aim to reach mutual agreement on any changes.