



Fife Migrants Forum Job Description Manager

Reporting to:	Trustee Board
Salary:	£28,800 pro rata
Hours:	25 per week
Contract:	6 months, with possible extension pending funding

Background

Founded in 2010, Fife Migrants Forum helps migrants integrate freely, celebrate theirs and their hosts' cultures and realise full and equal access to opportunity within their new community. In doing so, it also supports national efforts to welcome and support migrants to Scotland, at a challenging time for many of our migrant communities. A key focus, supported by Fife Council, is to help migrants with the many unique barriers they face in enhancing their employability in their new home.

In practical terms, FMF professionally manages a wide-ranging portfolio of casework, encompassing employment, EU Settled Status applications, visa and asylum applications, housing, financial advocacy and advice, general language support and domestic abuse, among many others. Over the last few years, the charity's success and excellent service have been recognised with the Silver Fife Diversity Award, and a nomination for the Fife Business Awards in Excellence in Customer Service.

We are pleased to offer an opportunity for a highly motivated, organised and experienced individual to join FMF as Manager. The successful candidate will be committed to the provision of high-quality customer service, have excellent communication and interpersonal skills, and a flexible and professional approach to work. They will share FMF's values and commitment to inclusivity and diversity and have experience of managing staff, budgets and operations, as well as working collaboratively in the context of migration services, policy and legislation.

1. Purpose of the Post

Based in our office in the Postings, Kirkcaldy, the main purpose of the job is to manage the day to day work of the advice team / Community Support staff, (paid and unpaid); offering advice and assistance to members of the public within the remit of

the organisation's activities. The service has a particular emphasis on offering advice to the migrant community and case-managing the involvement of mainstream multiagency interventions to resolve issues. The agency is also committed to work with and within communities towards social cohesion and better integration of migrants within communities across Fife.

To work with the board to design a strategy and contribute to normal business planning, whilst identifying and developing services to meet emerging need. To assist FMF in developing a Human Rights approach to advice and community practices. In particular the manager will be responsible for the support, supervision, development and performance of the team and be responsible for the delivery of efficient and effective services; high quality, cost effective, customer focused and in accordance with Fife Migrants Forum aims and objectives.

2. Main activities

- Overall operational control and management of the FMF within the guidelines laid down by the Board
- Monitor the agency's progress towards achieving long term strategic aims; in conjunction with the Board of Directors; work to develop strategy and any Business Plans
- To assist with funding to maintain the delivery of core and project services and to undertake required monitoring of activity attributed to the funds
- Support, supervision, coaching and line management of all paid and unpaid staff
- Ensure that all aspects of client enquiries are efficiently and effectively handled
- Represent FMF to other agencies promoting collaborative working
- Responsibility for ensuring effective use of IT and client information systems
- To keep abreast of the latest developments in migrant communities, advising the Board on the need for change and development

3. Management of Staff

- To ensure the service is adequately staffed during opening hours and that the environment is friendly and welcoming
- To ensure staff adhere to FMF policies and its code of practice and conduct
- To provide staff support, supervision, appraisal and development
- To work effectively with the Volunteer Coordinator to develop a volunteer recruitment, retention and development strategy
- To embed an employability focus with staff; integrating employability with client case-work sensitively and as appropriate
- Apply people management skills e.g. planning, motivation, team building, conflict resolution
- To hold regular staff meetings and ensure discussion on all relevant FMF matters
- To determine staff training requirements and, working with available resources, develop and implement training plans to meet these needs
- Create environment to ensure FMF is a learning organisation
- Recognise the diversity of the workforce and ensure that equality of opportunity is promoted

4. Support Services

- To facilitate the compilation and updating of a local information system
- To maintain a system for the efficient handling of all FMF correspondence
- To ensure that accurate information and referrals are in place
- To ensure that accurate, legible and comprehensive case records are kept
- Ensure quality of information and support by monitoring client records and identifying volunteer/worker training and/or support needs

5. Finance and Budgeting

- Working with the board, to assist with funding; helping to source and complete all funding applications
- Working with the Treasurer to prepare quarterly budget reports for the Board and ensure the Board is kept fully informed on all matters relating to expenditure
- To control FMF spending within the limits set by the Board
- To ensure an accurate record of all expenditure is maintained
- To advise the Board on matters of variance to operational expenditure
- To ensure that the Board is provided with accurate costings for all areas of planned activity
- To prepare annual projected budgets in liaison with the Treasurer and make representations to funders, as required, by the Board
- To prepare and process employee payroll in liaison with the Treasurer

6. Managing Business Relationships

- To comply with the expectations and conditions of funding and any regulatory bodies
- Liaise with members and officers of partnership organisations, participate fully in appropriate groups and contribute to meeting strategic planning objectives
- To represent FMF in local networks as and when required
- To liaise and maintain links with appropriate statutory, voluntary and professional bodies
- Working with the Board, seek opportunities for press and media coverage of the work of FMF
- To ensure the website is up to date and relevant and to promote responsible and judicious use of social media
- Write reports; attend a wide range of meetings, (internal, task forces, third sector or council meetings)
- To work with mindfulness with the media and sensitively utilise political opportunity as presented

7. Performance Management

- Implement effective performance management for the Team and provide regular support, supervision, appraisal and team meetings for staff, ensuring a high level service is provided and team targets are achieved and maintained
- Monitor performance against targets through implementation of a person centred approach to offering advice, information, advocacy and community services

- Contribute to maintaining standards for Information and Advice standards to type 1 (Interpreting situation, signposting and case-managing with regard to language and culture)
- Maintain management information systems relating to the performance of the team
- Deal with issues of poor performance with staff members primarily through staff development though to ensure good quality of delivery through FMF policy
- Record and respond to complaints from the public or agencies within set deadlines and report these as appropriate to the board.
- Prepare full, accurate and regular reports on all FMF activity as required by the Board
- Maintain accurate statistics of client enquiries, outputs and outcomes
- Maintain records using the database and spreadsheet applications. This will include using the systems to input and retrieve data and or/produce reports.

8. Flexibility

- It is expected that the post holder will carry out any other reasonable task as requested by the Board
- Given the nature of the job, it is likely that on occasion the post holder may be expected to work out with normal office hours

Person Specification & Requirements Evidence

Essential Desirable

	E	D	A/I/R
Education			
Educated to degree level	✓		A
Management Qualification (and have or be willing to work towards a relevant management qualification) and qualified in Social Work or Community Education		✓	A
Experience and Knowledge			
Experience of working within an advice and/or welfare benefit setting		✓	A/I/R
Knowledge and experience of working within equalities	✓		
You must also have experience of managing staff and budgets, inter-agency working, policy development and strategic, financial, business planning and performance management, including gathering and analysing information.	✓		A/I/R
Good understanding of office technology and the role of effective IT systems and use of databases	✓		I
Able to and have experience in building and motivating a team, carry out supervision and appraisals ensure targets are met.	✓		A/I/R
You must be able to deal with a wide range of Human Resource issues including recruitment, training and disciplinary procedures.	✓		A/I

You will have knowledge and / or experience of Migration and associated policy, legislation and Knowledge of migrant communities and challenges they face in the UK	✓		A/I
Knowledge of a 'Human Rights Approach' to practice	✓		I
Experience and / or knowledge of fundraising and compliance with funding bodies		✓	A/I A/I
A good understanding of Employability and its importance in enabling people to grasp opportunity	✓		A/I
Experience of volunteering and working with volunteers	✓		A/I/R
Experience of project management, development and evaluation	✓		A/I
Awareness of the needs and responsibilities of the Data Protection Act	✓		A/I
Skills			
You must have excellent oral and written communication	✓		A/I
Ability to work with the media	✓		
Ability to speak other languages from the migrant communities group		✓	A/I
You must be numerate, able to produce and interpret statistical and financial information and manage budgets	✓		A/I
Excellent IT skills and knowledge of databases	✓		
Ability to advise service users in a sympathetic and objective manner within the constraints of the legal framework and resources available	✓		I
Manage working practices, working relationships and the workplace to sustain the safest possible environment for service users, self and staff	✓		A/I
Ability to liaise, negotiate and develop effective operational protocols and procedures with internal and external stakeholders	✓		A/I
Ability to work effectively in a very busy environment and meet deadlines	✓		I
Demonstrate sensitivity to political considerations.	✓		I
Produce management information, identify problems and propose solutions.	✓		A/I

Ability to organise, prioritise, and perform duties in a structured manner.	✓		A/I/R
Ability to carry out presentations to promote the service.	✓		I
Experience of project management, development and evaluation	✓		
A flexible approach to hours of work is essential as you may be required to work out-with normal office hours.	✓		A/I
A full, current driving licence and access to a vehicle are essential.	✓		A
Be self- motivated with the ability to motivate others,	✓		A/I/R
Able to prioritise your own workload and that of others and meet operational deadlines	✓		I/R

Fife Migrants Forum Organogram

