

Refugee Therapy Centre

Job Title: Operational Manager

Location: RTC's office, North London

Salary: **£28,000 up to £35,000 (pro-rata)** according to skills and experience

Accountable and Reporting to: Board of Trustees and Management Committee

Working Hours: 10.00am – 7.00pm Tuesday to Friday; occasional out of hours work may be required.

This is 12 month contract with six months probationary period. Renewable subject to review and fundraising success.

BACKGROUND

The Refugee Therapy Centre was founded in 1999 and is a registered charity (No 1085922) providing psychotherapy, individual counselling, group therapy and associated treatments to refugees and asylum seekers in their own languages and in English. Our focus is on helping individuals and families who have endured trauma and are having difficulties in coming to terms with their experiences by assisting them to regain control, move on from their experiences and to enable them to become positive members of society and enjoy life. We also run supervision and training for professionals who work with refugees; and offer young refugees volunteer opportunity to gain experience in office work, support and basic counselling.

Role Purpose

- To promote the vision, mission and values of Refugee Therapy Centre (RTC). Will lead development and delivery of the charity's strategy into a new phase and ensure ongoing financial sustainability
- To action and take forward the Trustees strategic direction of RTC, and to keep abreast of funding opportunities
- To seek funding and ensure reporting to funder with a fundraising strategy
- To line manage and lead the people who work at RTC administrations in a paid or voluntary capacity

Responsibilities

1. Strategy, planning and finance

- Together with the Trustee & Management Committee, shape strategic and operational plans and policies, and lead their successful implementation
- Ensure that the overarching strategy is in keeping with broader policy and sector developments and does not replicate existing provision

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- Develop and redevelop projects grounded in evidence that improve outcomes for our clients
- Seek and oversee planning and execution of fundraising, including 1) identifying resource requirements, funding sources, and strategies to approach funders, 2) submitting proposals, and 3) administrating relevant records and documentation
- Manage existing resources (financial and non-financial) while building the income streams and reserves of the charity in line with our strategic and operational plans; including maintaining an appropriate level of unrestricted income
- Provide yearly budget for Board approval and pragmatically manage organisation's resources within those budget guidelines according to current laws and regulation
- Keeping the voice of our clients at the centre of all of our work

2. Leadership and governance

- Take responsibility for the operational running of the centre including the delivery of client service and infrastructure required, setting and meeting of budgets, performance against agreed key performance indicators and the line management of the team
- Ensure that all appropriate policies and procedures are in place and adhered to across the organisation, and ensure update any changes required
- Provide all reports required by the Board in the exercise of their legal, financial and other responsibilities, in accordance with relevant regulations, funder requirements and current legislation
- Develop and oversee new HR strategy fit for purpose
- Build a collective staff culture where everyone is valued and equipped to do their job
- Ensure that the diverse needs and aspirations of all groups of clients, staff and volunteers are considered in service planning

3. Influencing and external relations

- Act as a respected “voice” in the community and the field of refugee mental health
- Develop the charity’s public profile to influence funders and other key stakeholders of the voluntary sector

The Person

Experience and skills to include:

- Previous experience at a managerial and strategic level within the third sector
- Proven experience of leading and inspiring staff and volunteers
- Strong ability of fundraising and track record of generating ongoing income
- Demonstrable experience of finance, budget and performance management
- Knowledge of current legislation on mental health safeguarding and child protection
- Credibility, gravitas and communication skills to lead a successful and impactful organisation

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VALUES

- **Ensure the culture of respect:** Staff must respect their colleagues and their contribution to the Centre, irrespective of sex, age, race, ethnic background, religious beliefs, disability, sexual orientation, or differences of opinion. Abusive, upsetting or offensive behaviour or language is unacceptable in the Centre.
- **Dedication to Clients:** all expected to be committed to client issues in all interactions.
- **Integrity:** to practise the highest possible standard of integrity and confidentiality at all level of dealings with clients and colleagues.
- **Commitment to Excellence:** to pursue excellence in all aspects of work at the Centre.
- **Client Relations:** our clients are of value to us and judge the Centre by how they are treated during each contact. Every member of staff represents the Centre to them and to members of the public. It is most important to those who seek help from the Centre that at all times staff are courteous, friendly, and helpful.
- **Diversity:** To continue to keep the Centre proud of the diversity of our staff and of our clients. We have found that our goals and values are much enhanced by the broad range of experiences, skills and views which our staff and clients offer.

To apply, please submit two copies of a full and complete CV, including a covering letter and details of two referees by post to the RTC, 1A Leeds Place, Tollington Park, London N4 3RF. *Please note applications submitted only electronically will not be considered.*

As part of its recruitment policy, the RTC is determined to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

*RTC is committed to Safeguarding Children and Vulnerable Adults and will carry out enhanced DBS and full pre-employment checks of selected candidates, as well as two references.