



BATH WELCOMES REFUGEES

Operations Officer - Job Description

Reporting to the Chair of the Management Committee, the Operations Officer will be responsible for liaising with the Management Committee and for overseeing the efficient day to day delivery of BWR's services in support of refugees and asylum seekers in Bath and surrounding area. This is a hands-on role requiring flexibility at all times, including evening and weekends if necessary.

Responsibilities

- ❖ Oversee the day-to-day activities of BWR
- ❖ Brief and update the Management Committee on a timely basis on BWR's ongoing activities and any issues. Attend monthly meetings and brief the Trustees as required.
- ❖ Work with the Management Committee, team leaders and staff to:
 - ❖ Identify opportunities and areas for improvement within BWR
 - ❖ Make recommendations to address these issues
 - ❖ Arrange the necessary resources, developing and reviewing processes and policies including training.
- ❖ Communicate, liaise and where required negotiate with partner organisations ensuring that BWR's needs may be met and that BWR is able to provide any monitoring information that may be required to meet any contractual obligations with these organisations.
- ❖ Represent BWR at public events and in the media, promoting the aims and range of activities undertaken by BWR.
- ❖ Coordinate BWR's response to new initiatives, internally and externally.
- ❖ Manage data effectively for the organisation by using and ensuring the wider use and understanding of BWR's IT systems, including the development and maintenance of our Case Management System, BWR's website and other digital systems.
- ❖ Manage the Refugee and Asylum Seeker Support Coordinator and Volunteer Coordinator. Hold regular meetings with them to understand any issues they may be experiencing and provide solutions to rectify the situation.
- ❖ Ensure all volunteers and staff are aware of relevant BWR policies, including data protection, health and safety requirements, Safeguarding of Adults and Children and Code of Conduct.
- ❖ Ensure volunteers, specifically members of the Management Committee, feel valued and supported in their engagement with BWR, that they are engaged in a way that is compatible with the organisation's values and principles on volunteering.
- ❖ Ensure general enquiries are dealt with in a timely and effective manner and that the wider membership is kept connected and engaged with the work taking place across the charity.

Ideally your experience, knowledge and skills will include

- ❖ Working independently with the ability to prioritise and manage your own workload with minimal supervision taking a flexible and creative approach to the demands of the post.

- ❖ The ability to demonstrate sensitivity to other cultures, working with people from other backgrounds and demonstrate a commitment to equal opportunities.
- ❖ Working in the voluntary sector coordinating and supporting volunteers and staff.
- ❖ Managerial experience, not necessarily in the voluntary sector.
- ❖ Developing processes to improve efficiency in an organisation.
- ❖ Working with local authorities and partner organisations.
- ❖ Having an understanding of the process of recruiting volunteers, including the difference between volunteer and staff recruitment.
- ❖ Having managed volunteers, monitored their satisfaction in the role and highlighted strength and weaknesses and identified actions to help improve their experience within the organisation.
- ❖ Working with Trustees and Management Teams to support them in delivering the organisations objectives. Being able to manage conflicting priorities as they arise.
- ❖ Working with CRM databases, being computer literate with the ability to use other computer packages.
- ❖ Having an understanding of various legislation and policies relevant to volunteers including data protection, health and safety requirements, Safeguarding of Adults and Children and Codes of Conduct.
- ❖ Knowledge of Bath and its surrounding area, holding a driving licence and having access to a car.

It is desirable that you

- ❖ Have lived and/or have working experience with refugees and asylum seekers.
- ❖ Understand the issues leading to people becoming refugees or asylum seekers and the issues facing them in the UK.