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| Job title: | Coordinator: Outreach and Engagement - Migration Policy and Practice |
| **Salary:** | £28,000 per annum  |
| **Hours:** | Full time – 35 hours a week (flexible, includes some evening and weekend work). |
| **Pension:** | Group Personal Pension with employer’s contribution up to 5% of salary |
| **Annual leave:** | 25 days per annum |
| **Tenure:** | Fixed term to 31st January 2025 (extension subject to funding) |
| **Based at:** | Birmingham Settlement – Nature and Wellbeing Centre, 79 Selwyn Road, Birmingham, B16 0SL |
| **Responsible to:** | Manager – Migration Policy and Practice |
| **Responsible for:** | No direct line management; but contributes to overall people development. |
| **Role Purpose:** | As a small regional CIO, we provide strategic resource to support voluntary sector organisations in the West Midlands who work with migrants to achieve effective settlement and promote a positive integration agenda. This in an initial fixed-term role supported by funding from Birmingham City Council leading on two key areas that respond to the needs of asylum seekers and the wider migrant population in the city. First, the post holder will support the coordination of activity being provided by voluntary sector groups in hotels for asylum seekers; raising awareness of services offered, preventing duplication, and ensuring that resources are deployed in the most effective way. The second area will involve conducting outreach focus group sessions with migrants to build understanding of barriers to seeking mental health support and obtain evidence that will feed into our work to develop a bespoke support pathway for all migrants in the region.Key activities include:* Organising / conducting focus group events at locations in the city.
* Engaging with partner organisations and members of the community.
* Developing contacts, links, and relationships with voluntary groups.
* Administrative support for outreach events.
* Communication and publicity for outreach activity.
* Summarising key findings.
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| **Allowances:** | This post qualifies for casual car user allowance. |
| **DBS:** | This post requires enhanced level DBS clearance. |

**Background**

Migration Policy and Practice is an independent project initially funded by the Barrow Cadbury Trust which supports the effective settlement of migrants. Its aim is to develop and build a positive integration agenda in Birmingham and the Black Country.

Through collaboration it works to improve coordination, communication, and collaborative working; bringing together local evidence and experience to influence local, regional and national policy.

The organisation has a physical base with Birmingham Settlement but is led by an Independent Chair and Trustees and is an independent Community Interest Organisation (CIO) in its own right.

**Objectives**

* To improve coordination, communication and collaboration between organisations working with migrants
* To systematically collate evidence of need and best practice in the West Midlands to improve services to, and integration of, migrants.
* To facilitate the development of a collective voice that is heard by policymakers and other stakeholders
* To link to campaigns and other work at a national level to ensure the regional experience counts

The requirements listed below are broad definitions of the role. Migration – Policy & Practice reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

#### Key accountabilities/job purpose:

1. **Corporate Requirements:**
2. To positively represent and demonstrate a commitment to the aims, objectives and values of Migration – Policy and Practice at all times.
3. To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
4. To work at all times in accordance with, and to assist the development and implementation of policies and procedures for service as a whole including:
	* Equal Opportunities and Diversity
	* Safeguarding
	* Health and Safety
	* Confidentiality and Data Protection
5. To be approachable and willing to go the extra mile to ensure the best possible outcome for the sector, recognising the value of, and delivering excellent customer care.
6. To ensure all groups and organisations have the opportunity to feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
7. To develop and contribute to integrated working through communication and coordination of service delivery to all stakeholders.
8. To be self-administering, and to accurately record and work towards the achievement of agreed organisational and individual KPIs and targets.
9. To undertake training to meet new and developing needs.
10. To carry out any other duties commensurate with the post as required by Migration – Policy and Practice
11. **Core Duties**
12. To develop and organise focus groups events, for example researching activities, making bookings, providing directions, recording, and summarising findings.
13. To help with monitoring and evaluation, such as collecting and analysing feedback, compiling evidence, and writing reports.
14. To support communications such as preparing case studies, writing short website articles, updating social media pages, updating noticeboards, supported by the line manager and Chair.
15. To be a point of contact for projects in Birmingham, providing advice, guidance, and signposting.
16. To gather data relevant to the organisation and ensure mapping of sector assets is kept up to date on a regional asset register database.
17. To engage with organisations, groups and individuals who deliver services, programmes, and events for migrants.
18. To arrange opportunities for community consultation to ensure assets are providing for the needs of migrants; and analyse/ identify gaps in community offers.
19. To collect and collate data about participation in activities and projects with the aim of showing impact of sector activities.
20. To keep records up to date including using database systems, Excel spreadsheets and filing systems.
21. To complete a variety of administrative tasks, such as taking meeting minutes, sending out mailings, processing payments for activities, etc.
22. Setting up rooms for regular activities and one-off events; facilitating the delivery of training/workshops.
23. Value for Money

A key driver for the organisation’s sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

* Effective role fulfilment.
* Effective joint working and integration.
* Continual evaluation of personal performance
* Promotion of energy saving and cost reduction
* Maximising accessibility

**Person Specification:**

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| **Criteria** | **Essential** | **Desirable** |
| **Experience** |  |  |
| Experience of organising focus groups or similar outreach events | **X** |  |
| Experience of collaborative working with a range of stakeholders | **X** |  |
| Experience of coordinating work, potentially with external organisations | **X** |  |
| Experience of working in a voluntary sector environment | **X** |  |
| Experience of administration work in a team setting | **X** |  |
| Understanding of evidence-based approach to evaluation of activity  |  | **X** |
| Experience of using social science research methods |  | **X** |
| Understanding of issues affecting migrants and approaches to integration/ cohesion |  | **X** |
| **Skills and specialist knowledge** |  |  |
| Good research skills | **X** |  |
| Excellent time management, administrative and organisational skills | **X** |  |
| Good level of numeric ability | **X** |  |
| Good working knowledge of Microsoft Office | **X** |  |
| Ability to use databases for input and record keeping | **X** |  |
| Understanding of principles surrounding data protection and confidentiality | **X** |  |
| Good working knowledge of social media platforms / e- communications  | **X** |  |
| Experience/understanding of asset-based approaches e.g. assetmapping, community engagement |  | **X** |
| Awareness of health inequalities and barriers experienced by migrants |  | **X** |
| Awareness of the Indicators of Integration framework |  | **X** |
| Lived experience of migration in the region |  | **X** |
| **People Management / Relationships** |  |  |
| Ability to work effectively and sensitively with people from a wide variety of backgrounds with different needs; including those whose first language is not English. | **X** |  |
| Effective listening, communication, social and interpersonal skills | **X** |  |
| Good understanding of customer care including attitude and skills towards funders, supporters, service users and wider stakeholders | **X** |  |
| **Education/Training and Qualifications** |  |  |
| Educated to degree level or equivalent |  | **X** |
| Professional qualification in relevant field |  | **X** |
| Experience of working within the voluntary sector |  | **X** |
| **Personal Qualities** |  |  |
| Ability to work on own initiative and be part of a team | **X** |  |
| Excellent interpersonal skills, ability to build relationships with a range of stakeholders | **X** |  |
| Flexible attitude towards duties and working patterns in order to fulfil the requirements of the role | **X** |  |
| Ability to work on own initiative, self-manage time and priorities to meet challenging targets and deadlines | **X** |  |
| Good awareness, understanding and commitment to good practice in equality, diversity, and inclusion. | **X** |  |
| A full clean driving licence with access to a car |  | **X** |