



JOB DESCRIPTION

Post Title:	Support Services Manager
Salary:	£30,000 pa (an additional allowance is paid for participation in the Manager on Call rota once the post holder is established in post)
Hours:	37 hours per week
Line manager:	TBC
Responsible for:	Helpline Operators and Advocacy Team
Annual Leave:	26 days plus statutory days
Pension:	Contributory Pension Scheme (Auto Enrolment)
Employing body:	Stop Hate UK

Purpose of job

The post holder will ensure that the service provided is of the highest quality and takes into account latest developments in Hate Crime support and best practice. They will be able to represent the organisation at events as well as develop and deliver training both internally and to external bodies. They will be the organisations representative on support and advocacy issues and attend regular multi agency meetings. They will also assist with or lead on funding applications to support the work of the organisation as required.

The role involves providing supervision to helpline operators and advocates including paid employees and volunteers as well as day to day feedback for all employees who have other responsibilities including provision of support on the helpline.

The role will also include induction training for all new employees and volunteers and to ensure the organisations helplines have appropriate cover at all times.

The post holder will work from our base in Leeds but will be expected to travel across the UK and on occasion internationally as required.



Key Areas

- 1.0 Helpline and Advocacy Services
- 2.0 Training and other outreach
- 3.0 Human Resource and Technical Support
- 4.0 Managing Self

Duties and Responsibilities

1.0 Helpline and Advocacy Services

- 1.1 To be responsible for the recruitment of Helpline Operators and advocates and assist with other recruitment as required
- 1.2 To be responsible for assessing training needs of all team members with regard to the provision of advice, support and advocacy and delivering training and support as required.
- 1.3 Provide supervision and line management for Helpline Operators and volunteers with helpline duties (including supervision, appraisals, and capability and exit interviews)
- 1.4 To be responsible for ensuring the organisation helplines are covered at all times through the rota system and through management of shift patterns and holiday leave
- 1.5 Work with the Reporting Analyst to monitor use of the helpline to identify peak/busy times when additional cover maybe required
- 1.6 Work with the Reporting Analyst to monitor missed calls to ensure appropriate follow up action is taken
- 1.7 To be responsible for ensuring that appropriate follow up to contacts to the helplines including safeguarding, referrals and advocacy support.
- 1.8 Liaise with agencies/partners as appropriate
- 1.9 Provide care plans and exit plans as necessary
- 1.10 Responsibility for developing internal guidance/procedures for dealing with repeat caller or complex cases
- 1.11 To prepare cases for multi-agency meetings and represent the organisation and service users at meetings.



2.0. Training and other outreach

- 2.1 You will also be expected to meet with commissioners and other partners across the UK to promote the use of the helpline and explain how it operates and how it can support anyone affected by Hate Crime
- 2.2 You will also develop and deliver training to external partners on any aspect of Hate Crime including how to use the helpline and how it can support anyone affected by Hate Crime

3.0 Human Resources and Technical Support

- 3.1 To ensure that monthly pay submissions for helpline work are checked and authorised
- 3.2 To be the main point of contact for the call handling service and Charity Log and other technical systems to identify and resolve issues

4.0 Managing Self

- 4.1 To answer calls to the organisation's helpline and provide support and assistance to callers
- 4.2 To participate in the Manager on Call rota
- 4.3 Post on social media to promote awareness of Stop Hate UK's services
- 4.4 To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the post holder's manager from time to time, in consultation with the post holder
- 4.5 The post holder's duties must at all times be carried out in compliance with the organisation's Equality and Diversity Policy and other policies designed to protect employees or service users from Hate Crime and discrimination.
- 4.6 It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards service users or employees, including those who may be, for example, from minority ethnic communities, women, people with disabilities or older people, lesbians or gay men, bisexual and transgender people. The post holder should also counteract such practice or behaviour by challenging or reporting it.
- 4.7 Ensure the Health and Safety of all staff and resources within the post holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974
- 4.8 In addition to this the Management of the Health and Safety at Work Regulations 1992 detail the following:



4.8.1 Employees must inform their employer or/supervisor of any work situation which might present a serious and imminent danger to Health and Safety

4.8.2 Employees must inform their employer or supervisor of any shortcomings in the Health and Safety arrangements even when no danger exists

4.9 To undertake training and development as agreed between the post holder and their manager

4.10 To promote the work of Stop Hate UK including distribution of promotional items at meetings/events attended

Physical Conditions

The post holder could be asked to be based on a short term basis in other locations. The Head Office is currently situated close to Leeds City Centre. Free parking is not available

Economic Conditions

The salary is £30,000 pa and is paid monthly by direct credit.

A minimum of 26 days holiday, plus service day if applicable, plus statutory public holidays

An auto-enrolment pension scheme with 5% Employers' contribution.

Training

The organisation encourages training both "in-house" and externally to meet the needs of the individual and of the organisation.

PS Reference No	
PS Amended/Prepared By	RES 9 th November 2018/RES 14/1/19
PS Amended On	
Consulted	LW