



## JOB DESCRIPTION

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

### **Purpose of job**

The post holder will lead a team delivering services of the highest quality. You will ensure latest developments in Hate Crime support and best practice are followed and equip your team to respond to them. You will be able to represent the organisation at events as well as develop and deliver training both internally and to external bodies. You will be the organisation's representative on support and advocacy issues and attend regular multi agency meetings. You 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 organisation's helplines have appropriate cover at all times.

The post holder may work from our base in Leeds but we can be flexible for the right candidate. If based elsewhere in the UK you will be required to spend a minimum of 3 days per month in Leeds. We will provide accommodation if required.

You will also need to work flexibly in terms of evening and weekend work and travel nationally and 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 lead a team providing excellent support on Hate Crime and other similar work.
- 1.2 To provide a vision and forward planning to ensure the team is well equipped to meet the changing environment.
- 1.3 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 and by monitoring peak/busy periods.
- 1.4 To be responsible for building relationships to ensure that appropriate follow up to contacts to the helplines including safeguarding, referrals and advocacy support is made.
- 1.5 Provide care plans and exit plans as necessary
- 1.6 Responsibility for developing internal guidance/procedures for all aspect of the service.
- 1.7 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, ensuring that we demonstrate how it supports both local and national strategies.
- 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
- 2.3 You will assist with social media and other campaigns.

## **3.0 Human Resources and Technical Support**

- 3.1 To provide 1<sup>st</sup> line HR support including managing salary submissions, absences and grievance and disciplinary issues.
- 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
- 3.3 To be responsible for the recruitment of the team and assist with other recruitment as required.
- 3.4 To be responsible for assessing training needs of all team members with regards to the provision of advice, support and advocacy and delivering training and support as required.
- 3.5 Provide supervision and line management for the team including supervision, appraisals, and capability and exit interviews.

## **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 (24 hour service).
- 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.

<b>PS Reference No</b>	
<b>PS Amended/Prepared By</b>	22.7.19
<b>PS Amended On</b>	
<b>Consulted</b>	Ian Davey