



JOB DESCRIPTION

Post Title:	Support Services Manager
Location:	Deptford London
Salary:	£34,516 pa – inclusive of London weighting (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:	Director of Operations
Responsible for:	24-hour Support Team
Annual Leave:	26 days plus statutory days

Purpose of job

To manage, develop and shape a high-quality team of staff and volunteers to deliver Stop Hate UK's 24-Hour helplines and advocacy support services.

To promote and present the work of the Support Team and Stop Hate UK to a wide range of different agencies, services, multi-sector partnerships and communities. This will include the development and delivery of training to external bodies.

To develop new ways for the 24-hour Support team to achieve its agreed objectives. Creating the vision, ideas and action plan for the team's service delivery within the resources available and providing direct training to the team when required.

To be an inspirational, supportive and effective line manager who can "make things happen" and ensure their team is incorporating and delivering current best practice in Hate Crime support.

The post holder will be based in the Deptford, London office but may need to work from home subject to Covid-19 arrangements. They may also be required to be based at our Head Office in Leeds for 3 days per month (accommodation will be provided if required). After Covid-19 restrictions are lifted the postholder will be expected to travel across the UK and on occasion internationally as required.



Key Areas

- 1.0 Management of Helpline and Advocacy Services
- 2.0 External agencies, communities, training and outreach
- 3.0 Human Resource and Technical Support
- 4.0 Managing Self

Duties and Responsibilities

1.0 Management of Helpline and Advocacy Services

- 1.1 To ensure that the 24-Hour Support Team is fit for purpose and to review and develop the team's vision, plans, priorities, roles and recruitment as required
- 1.2 To provide regular supervision and line management for Support Team staff and volunteers (including induction training, appraisals and capability and exit interviews). To give regular feedback to other staff who provide helpline support and advocacy
- 1.3 To ensure the organisation's helplines have appropriate cover at all times through the rota system and through management of shift patterns and holiday leave
- 1.4 To work with the Business Information Team to monitor and analyse use of the helpline to identify times when additional cover maybe required and take action where needed
- 1.5 To ensure that appropriate follow up work is undertaken for contacts to the helplines including safeguarding, referrals and advocacy support
- 1.6 To assess the training needs of all Support Team members regarding the provision of Hate Crime support and advocacy and deliver training and support as required
- 1.7 To provide care plans and exit plans as necessary
- 1.8 To be responsible for developing internal guidance/procedures for dealing with repeat caller or complex issues

2.0. External agencies, communities, training and outreach

- 2.1 To promote and present the work of the Support Team and Stop Hate UK generally to a wide range of external bodies and diverse communities
- 2.2 To represent Stop Hate UK and liaise with external agencies where appropriate
- 2.3 To prepare and present cases for multi-agency meetings
- 2.4 To keep up to date with best practice in tackling Hate Crime and Hate Crime support and present and share this information with a range of partners
- 2.5 To post on social media to promote awareness of Stop Hate UK's services



2.6 To meet with commissioners and other partners across the UK to promote the use of the helpline, explain how it operates and how it can support anyone affected by Hate Crime

2.7 To 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. Using existing Stop Hate UK materials as the basis of this training

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 To assist with funding applications to support the work of the organisation as required

4.4 To be adaptable and flexible to the changing needs of service users and the organisation

4.5 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

4.6 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

4.7 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 behavior by challenging or reporting it

4.8 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

4.9 In addition to this the Management of the Health and Safety at Work Regulations 1992 detail the following:

4.9.1 Employees must inform their employer or/supervisor of any work



situation which might present a serious and imminent danger to Health and Safety

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

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

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

Physical Conditions

The post holder will be based at our new office in Deptford, London but may be required to spend at least 3 days per month in Leeds (post lockdown), accommodation will be provided if required. Working from home arrangements may be put in place subject to Covid-19 restrictions.

After Covid-19 restrictions are lifted the postholder will be expected to travel across the UK and on occasion internationally as required.

Economic Conditions

The salary is £33,916 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	AC/RS July 2020
PS Amended On	



EMPLOYEE SPECIFICATION – Support Services Manager London

ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1. Relevant Experience	1.1	Experience of partnership working with statutory agencies and voluntary organisations	Application form/Interview Stage	A
	1.2	Experience of providing advocacy support and casework to people affected by crime and good understanding of its purpose	Application form/Interview Stage	A
	1.3	Experience of representing client and organisation at multi-agency meetings	Application form/Interview Stage	A
	1.4	Experience of developing services and supporting a team	Application form/Interview Stage	A
	1.5	Experience of using case management systems	Interview Stage	B



	1.6	Experience of supporting people targeted because of their identity.	Interview Stage	B
	1.7	Experience of supporting people affected by crime by telephone	Interview Stage	B
	1.8	Experience of providing advocacy support and casework to people affected by Hate Crime and good understanding of its purpose	Interview Stage	B
2. Education & training	2.1	Literacy and numeracy levels to meet the requirements of the post	Application Form/Interview Stage	A
3. General and Special Knowledge	3.1	Good knowledge of managing and developing services	Application Form/Interview Stage	A
	3.2	Excellent extensive knowledge of the effects of Hate Crime on individuals, families and communities	Application Form/Interview Stage	A



	3.3	Knowledge and practical understanding of Hate Crime related casework, outcomes available and the types of support available	Application Form/Interview Stage	A
4.0 Skills & Abilities	4.1	Ability to work with conflicting demands, to tight deadlines and specific targets.	Application Form/Interview Stage	A
	4.2	Effective communication and report writing skills (oral and written) in English for a wide variety of audiences	Application Form/Interview Stage	A
	4.3	Ability to build effective relationships with a wide range of people and agencies particularly with statutory and voluntary agencies	Application Form/Interview Stage	A
	4.4	Ability to work on own initiative and as part of a team	Application Form/Interview Stage	A
	4.5	Ability to deliver presentations to a wide range of audiences	Interview Stage	A
	4.6	Ability to understand the needs of team members working remotely and working unsociable hours	Application Form/Interview Stage	A
	4.7	Ability to be the lead for all support issues within the organisation	Application Form/Interview Stage	A



	4.8	Ability to manage and motivate a dispersed team	Application Form/Interview Stage	A
5.0 Any Additional actors	5.1	Ability and willingness to work irregular and anti-social hours as required, to travel across the UK and on occasion internationally and ability and willingness to be helpline Manager on call on a rota basis if required	Application Form	A
	5.2	Commitment to continue self-development and willingness to undergo training as required	Application Form/Interview Stage	A
	5.3	Ability to speak/write a community language other than English	Interview Stage	C



Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form.

The letters A, B and C in the “Rank” column refer to the importance we will give your answers when we read your applications. You must have all the As when starting the job to be able to do the job, you need to have all the Bs to do the job but they could be learnt during the induction and if you have C criteria this would be an additional bonus.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Interview Stage for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application.

We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

There may be some criteria that are ranked but are only identified through Interview Stage only. These criteria have been ranked to provide you with some guidance as to how important that particular aspect is but you will only be assessed on that criteria during the Interview Stage and not from your application form.

Where criteria are to be identified through the “Interview Stage”, this may involve written exercises, practical tests, group discussions, presentations, interview etc.

PS Reference No	
PS Amended/Prepared By	RES
PS Amended On	