International Family Tracing Service Manager

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| **Job Level** | Level 3 | **Job Reference No:** |  |
| **Role review date:** | March 2023 |
| **Directorate** | RSRFLAT | **Function** | Displacement & Migration |
| **Service** | Restoring Family Links | **Reports to:** | International Family Tracing Operations Manager |

Scale and scope of role

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| **Direct reports** | Up to 6 | **Indirect reports** | More than 6 volunteers |
| **Budget responsibility/****accountability** | Circa £200k | **Accountable for other resources** | None |

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The service manager is responsible for managing and developing the International Family Tracing service in the UK, including managing and developing a team of staff and volunteers. In addition, as part of the wider IFT service management team the service manager will contribute to IFT service development nationally.

Key responsibilities

**Performance and resource management**

* Develops, manages, monitors and reviews operational activity as agreed in the IFT operating plan, liaising with the IFT Management (RFL UK manager and IFT operational manager) as appropriate
* Prioritises resource allocation of operational responsibility and works with International Family Tracing Operations Manager to implement any changes to service design and delivery models
* Works with International Family Tracing Operations Manager to monitor UK performance indicators
* Contributes to development, implementation and management of national plans and budgets for International Family Tracing within area of operational responsibility
* Develops, implements and maintains a needs-led plan for all aspects of work within area of operational responsibility and in line with the operational plan
* Working in partnership with the International Family Tracing Operations Manager, Restoring Family Links Development Adviser ensures new restricted and grant funding opportunities are identified, resourced and secured.

**Service delivery**

* Ensures the delivery of demonstrable quality assured International Family Tracing services, including; supervision of casework and quality of tracing enquiries, data monitoring and contributing to quality assurance systems, service user consultation and feedback mechanisms
* Manages a small caseload where applicable, ensuring the service is delivered in line with the principles of person-centred support planning
* Ensures all those contacting the team receive excellent customer service at all times, and that enquiries are deal with promptly and efficiently
* Leads on the development of operational activity, progress on agreed plans and service targets and any error/omissions that may have a detrimental effect on service delivery
* Identifies local changes and trends that may impact on or create new opportunities for IFT work
* As Surge lead in the area of operational responsibility, will provide overall Area co-ordination of IFT response, including allocation of responsibilities during a large scale emergency

**People and culture**

* Direct line management responsibility for staff including; recruitment, induction, supervision and training
* Provides effective line management support to the staff, ensuring regular supervision meetings and appraisals in line with BRC policies and procedures
* Ensures the right people are in the right roles with the right support. This includes ensuring staff and volunteers continue to operate to the highest standards and health and safety regulations are implemented and maintained across all areas of activity.
* Contributes to ensure clear development pathway for staff and volunteers, and ensures service standards and access routes to appropriate learning opportunities are in place
* Encourage staff team to engage with specialist support to promote their well-being

**Service user inclusion**

* Ensures opportunities to volunteer or work within the service are accessible to a diverse community, reflecting the nature of our service users
* Ensures sufficient Service User feedback is gathered to underpin effective service delivery and measure impact

**Relationship management**

* Builds collaborative and effective relationships across the RSRFL operational unit and with a range of wider internal stakeholders (e.g. Communications, People Support and local Fundraising teams)
* Proactively maps local community needs, approaching local providers, partners and other stakeholders to identify possible gaps in the provision of support for vulnerable people
* Works with the International Family Tracing Operations Manager and other IFT Service Managers to develop opportunities for working with and through other services and teams
* Collaborates with colleagues in other Areas to establish effective working relationships and share learning within the UK

**Risk management**

* Working collaboratively with the International Family Tracing Operations Manager, Refugee Support and Restoring Family Links Development Adviser, ensures effective policy, procedure and guidance is in place across the operational unit.
* Ensures rapid escalation and management of identified risks and ensures learning is embedded in operational models

**Systems**

* Ensures that the IFT National database is maintained, data is recorded within the appropriate timescales, and that the data is used to help monitor and develop the services to ensure seamless service support to service users
* Ensures team(s) within the span of responsibility accurately, swiftly and appropriately utilise the IFT National database and any other agreed IT systems in line with organisational procedures and approaches, using reporting from these systems to inform operational decision making
* Report monthly (or as required) on performance against financial and statistical targets for IFT delivery, and provide summaries of performance based on a variety of feedback mechanisms

**Leadership Behaviours**

* Authentic, consistent and honest leader.
* Actively listens and allows others to be heard.
* Adaptable to changing needs, pressures and opportunities
* Empowers others based on their skills and expertise.
* Dynamic, inclusive, compassionate and courageous.

**Team Leader**

* All team members understand their responsibilities and objectives.
* All resources involving staff are managed in accordance with BRC policies and procedures.
* All staff are kept informed of all relevant organisational plans and updates on development.
* Team ideas and comments are communicated and forwarded appropriately.

**Team Member**

* Actively participates in all team meetings.
* Supports other team members
* Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
* Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

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| England and Wales – Disclosure and Barring Service (DBS)  |
| * Enhanced – Child and Adult workforce
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| Scotland |
| * Protecting Vulnerable Groups (PVG) – Adult and Child
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| Northern Ireland |
| * AccessNI – Enhanced Vulnerable Adults and Children
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Drivers Check - Required – No

Person Specification

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| **Requirements** | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) |
| **Knowledge and Skills**  | **S** | **I** | **A** |
| **Essential*** Demonstrable awareness of current affairs, world geography and cultural affairs, including current and past conflict situations
* Ability to collate, interpret and report on a range of management information, including statistical information and user feedback
* Ability to maintain accurate records, file management and meticulous attention to detail
* Ability to contribute to the development and achievement of operation plans
* Interpersonal and communication skills; including tact/diplomacy, conflict resolution skills, a facilitative/consultative approach
* Intermediate to Advanced IT skills including email, word processing and spreadsheet packages (Prior experience with databases and/or Client Management Systems is highly advantageous)

**Desirable** - General knowledge and understanding or experience of policies relating to safeguarding of young people and vulnerable adults- Understanding of how to monitor and improve service quality for the benefits of users through active consultation- Project management skills- Knowledge of the government, statutory and voluntary sectors in which the BRC works | SSSSSSS | IIIIIII |  |
| **Experience**  | **S** | **I** | **A** |
| **Essential**- Experience of working with clients who have experienced trauma, including assessing needs and casework - Managing and developing services and leading change- Recruitment, management, supervision and motivation of staff - Working with and developing partnerships with external agencies (statutory, non-statutory, and voluntary) on a frequent and regular basis and achieving agreed outcomes- Proven experience of developing, delivering and monitoring user focussed projects or activities**Desirable** * Personal experience of migration and/or family separation due to conflict or natural disaster
* Fluency in one or more of the following languages: Kurdish, Arabic, Dari, Pashtu, Ukrainian, Russian, Amharic, Tigrinya
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| **Additional requirements** |
| **Essential**- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy).- Ability to work unsociable hours on occasion - Ability to travel nationally as required (approximately quarterly) | S | III |  |
| **Values in Action** |
| **Dynamic** - We move forward as one team. - Every day, we’re adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. **Compassionate** - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we’re a united force for good. **Inclusive** - We are open to all.- We treat each other with dignity and respect. - Every person’s uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. **Courageous** - We are bold. - We show our strength by doing the right thing. - We aren’t scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis | III |  |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.