



Dear Applicant,

Thank you for your interest in the position of **Welcome Centre and Operations Lead** at Borderlands.

This document includes a brief description of the work we do at Borderlands, the charity's values, the **Welcome Centre and Operations Lead** job description and person specification.

Borderlands is a charity based in Bristol that exists to work with refugees, asylum seekers and other vulnerable migrants - we refer to them as *members* - to help them from exclusion to belonging. We do this by:

- Creating a **community of welcome** where we support people on their way of securing 'leave to remain' and **enhance social inclusion and well-being**.
- **Raising awareness** of the needs and experiences of our members among the wider community.
- Working with people regardless of race, disability, sex, age, religious belief or sexual orientation. We have a vision for a world where refugees and asylum seekers can **seek sanctuary and justice**, can make full **use of their talents and abilities**, feel **valued for their contributions**, and **build worthwhile lives**.



Borderlands' Values

WARMTH

SHARING

DIGNITY

RESPECT EVERYONE

Background

From February–April 2020 Borderlands held an organisation-wide consultation to help define the organisations' values. Over 100 members, volunteers, staff members and board members participated in the consultation. Research methods included focus groups, peer research interviews, questionnaires, English classes, and the Art table. Participants were asked to describe Borderlands, what they liked and trusted about Borderlands, behaviours they expected to see at Borderlands, why they decided to come to Borderlands, and what makes Borderlands special. A significant and rich amount of data was collected which was analysed by the staff team in September 2020. Patterns and themes appeared quickly in the data and four key values emerged; Warmth, Sharing, Dignity and Respect Everyone. Below each of these values are described and explained using the words and language collated in the research. The four values aim to underpin the policies, decision-making and behaviours throughout the organisation. An action plan for the Values will be created to embed them into policy and practice.

Warmth

Borderlands is a place and community for genuine relationships that creates the warmth-feeling similar to friendships and family.

This means we:

- are open to genuine connection with happiness, compassion, and joy.
- welcome with kindness, care and empathy in recognition not all our members receive this welcome everywhere.
- consider people who access our support as members.

This means we do not:

- consider our projects and members as services and service users
- forget to make time to support and listen to others
- make others feel unwelcomed

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Sharing

Borderlands is a place where we share with each other and help one another.

This means we:

- mutually share in recognition of the value, strengths and skills each individual has to offer.
- build resilience and empower each other through sharing together and find ways to bring people together in shared activities.
- share food and practical help, learning and skills, experiences and solidarity with each other
- recognise the power imbalance of giving help to others.

This means we do not:

- ignore the contributions or potential of our members, volunteers or staff
- attach a negative value to receiving help
- believe we have nothing to give or learn from another one

Dignity

Borderlands is a place where everyone is recognised as an individual and embraced with dignity and we strive for justice and dignity in the world.

This means we:

- listen to each other in recognition that individuals know best how they want to be supported and treated
- recognise the power imbalances in the world, and therefore in our community and organisation, and challenge ourselves to address them with dignity for individuals.
- consult and work together so that everyone has a voice in the organisation and leadership of the organisation.
- build safety and trust by maintaining clear boundaries in roles, behaviour and practice.
- strive for justice knowing that there is a lack of dignity for our members in the world.



This means we do not:

- ignore power imbalances in our relationships and work, such as race and immigration status
- dismiss other people's approaches and ideas
- use a one-size fits all approach
- make rushed decisions without checking who will be impacted and who should be consulted
- ignore boundaries in our roles and our expected behaviour and practice
- leave unchallenged the systems that cause injustice and a lack of dignity to our members in the world

Respect Everyone

Borderlands is a place where individual and group identities are respected and celebrated.

This means we:

- welcome everyone to be themselves with safety and no judgement in recognition that belonging requires individuals to be their authentic selves with others.
- embrace cultural diversity and the world view of every member, volunteer and staff, including all faiths and none, and celebrate the contributions of all those views in a shared place
- create opportunities for people from different backgrounds to come together
- proactively include others and challenge discrimination
- promote gender equality
- constantly learn how we can be more inclusive and respectful to others

This means we do not:

- use stereotypes
- shy away from difficult conversations
- say nothing when we see discrimination
- use places or language that is inaccessible
- forget to ask others how we can be more inclusive and respectful



Current Structure of Borderlands' Services and Staff

We are a dynamic and vibrant team made up of 9 people who are passionate about supporting and standing by migrant communities. Our staff members come from different countries and professional backgrounds. We highly value teamwork, peer support and peer learning.

Borderlands' work wouldn't exist without the invaluable work of over 100 volunteers. We pride ourselves for facilitating and prioritising the recruitment and participation of member volunteers to deliver some of our face-to-face projects and to provide internship placement to members and people with direct experience of the migration process.

Borderlands' Projects and Activities



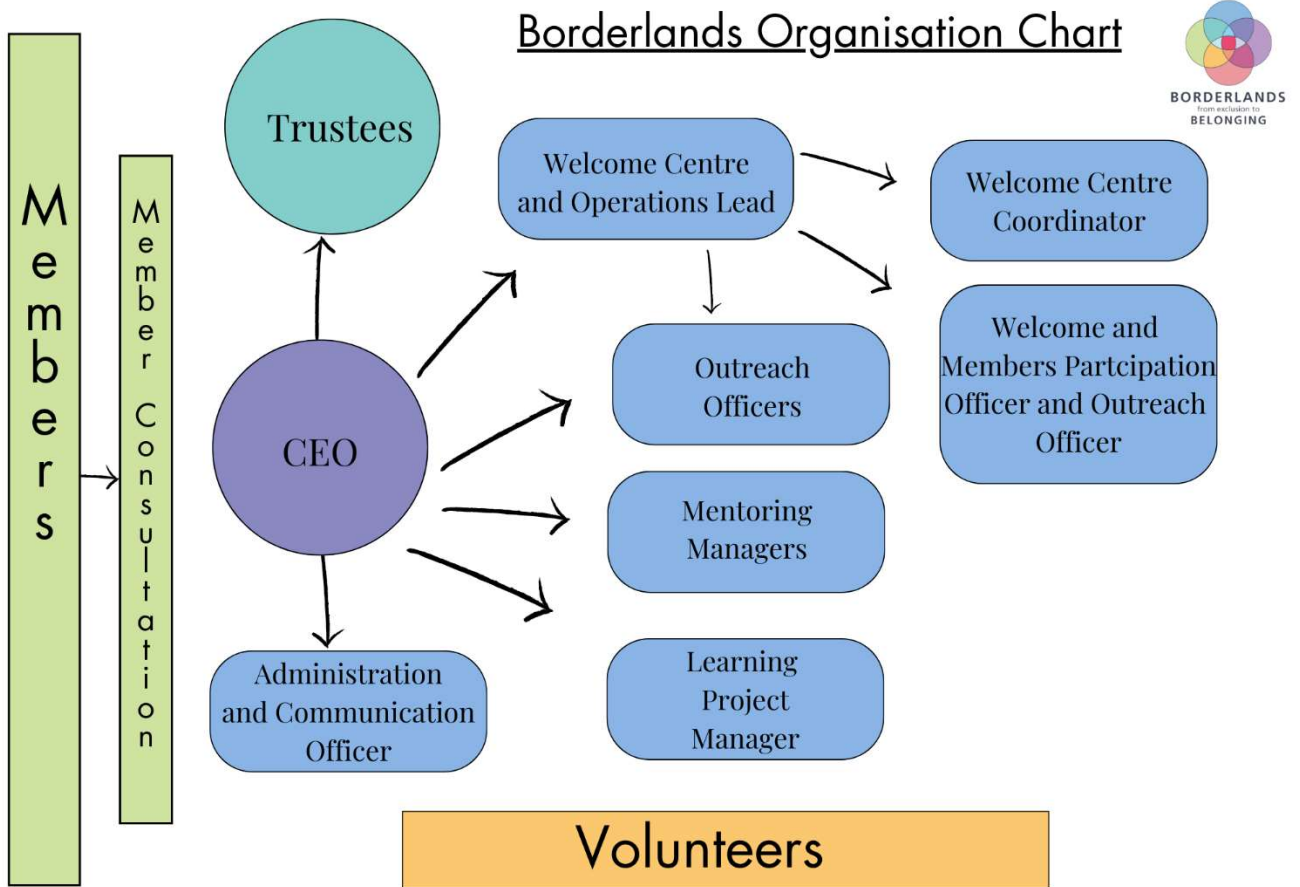
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Charity structure





JOB DESCRIPTION AND PERSON SPECIFICATION

Job title: Welcome Centre and Operations Lead

Type of contract: Permanent Contract

Hours of work: 35 hours per week. Flexible working can be discussed but you would need to be present at Borderlands on Monday, Tuesday, and Wednesday, as frontline activities are delivered during those days.

Location: Predominantly working at the Borderlands office at The Assisi Centre, Lawfords Gate, Bristol

Salary: £32,000 - £33,496 plus contributory pension scheme

Annual leave: 33 days of annual leave per annum (including bank holidays)

Reporting: the CEO

Personal Outlook: The post-holder must have a strong commitment to the voluntary sector and a desire to make a real difference to the lives of asylum seekers and refugees. You must be able to work with people from different ethnic and cultural backgrounds. You will be working as a member of a small vibrant staff team. Some out of hours work will occasionally be necessary, for example, for special events, training, volunteer induction evenings.

We strongly encourage candidates from a refugee background to apply for this role.

We are proud to be a member of the Experts by [Experience Employment Network](https://www.ebeemployment.org.uk/ebe), which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system. As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.



Purpose of the Role: The purpose of the role is to support the Welcome Centre Coordinator and the Welcome and Member Participation Officer (WAMPO) to deliver frontline support in the welcome centre, and to support the rest of the projects and the CEO to ensure that the strategic objectives and the values of Borderlands are put into practice.

This position will be responsible for line management for the Welcome Centre team, made up of the Welcome Centre Coordinator and WAMPO and 2. the Outreach team, providing important frontline support in 3 asylum hotels in the city centre.

This role ensures organisational effectiveness by providing leadership in operational planning, working closely with the staff and volunteer team, contributing to the development and implementation of processes, policies and practices in accordance with the Borderlands overall strategy.

About Borderlands Welcome Centre Project: The Borderlands Welcome Centre Project is made up of several sub projects. The biggest and most popular one is our Drop-In, which is open on Mondays and Tuesdays. At the Drop-in, our members find a warm welcome, a hot meal, a social supermarket, Internet access, signposting support and recreational activities. All refugees and asylum seekers who attend the Drop-In are registered as members of Borderlands. Most of our current volunteers are members themselves.

In the past year, with the support of partner agencies, we also developed health - related activities delivered on Wednesdays - called Feel Good Wednesday - such as sewing, yoga, football, climbing and sleep and support sessions.

Main Duties and Responsibilities:

Welcome Centre and Feel Good Wednesday Activities

- Ensuring that our members, volunteers, staff and visitors feel safe and supported at Borderlands' Welcome Centre



- Support the running of the activities happening in the Welcome Centre during the Tuesday and Monday opening and the Feel Good Wednesday activities
- Assist Operation Coordinator and Welcome and Member Participation Officer managing the Access to Leisure Service for asylum seekers
- To support the rest of the Welcome Centre Team to recruit, train, supervise, line manage volunteers.

Members Participation

- To collaborate with the rest of the team to find new ways to engage members and to support their meaningful participation in running and evaluating services and informing strategic decisions.

Financial Administration and Management

- To reconcile weekly financial activity, consistently monitoring the project's cashflow.
- To manage day-to-day processing of accounts receivable and payable, ensuring invoices are raised and purchase invoices are paid in a timely manner
- To coordinate project related withdrawals, deposits
- To attend monthly meetings with external accountant on project's finance

Fundraising

- To work with the CEO and Fundraiser to ensure that Borderlands has an ambitious and effective fundraising strategy, working to diversify the Borderlands funding streams.
- To work with the CEO and Fundraiser when reporting on grants funding the Welcome Centre activities.
- To foster an open, involved and authentic communication with donors, encouraging them to visit the Welcome Centre and keeping them up to date with organisational developments, events and activities as appropriate.
- Seize funding opportunity and support the writing of grants in collaboration with the fundraiser and CEO.



Strategic planning and leadership

- To work alongside the CEO in implementing Borderlands 3-year strategy and to assist the CEO in setting up a 6- and 12-months review process for this.
- Represent an excellent role model at Borderlands and to lead in a compassionate, effective, collaborative, inspiring and courageous way.

Partnership Work

- To work closely in collaboration with other BRASP (Bristol Asylum Seekers and Refugee Partnership) agencies
- To attend operational partnership meetings in conjunction with the CEO
- To build new partnership with statutory and non-statutory services
- To attend BRASP sub-working groups aimed at strengthening the partnership and at delivering better coordinated services for AS/R in the wider Bristol area

Safeguarding

- To promote a culture where safeguarding is paramount
- To act as Safeguarding lead, together with the CEO, for both adults and children
- To attend monthly review of safeguarding cases with the CEO and Deputy Safeguarding Lead.
- To implement Borderlands Adults and Child Safeguarding Policies and Procedures
- Make sure staff and volunteers adhere to Borderlands safeguarding policies, procedures, and best practice
- To deliver safeguarding trainings in conjunction with the CEO to new volunteers and staff members

Human Resource and Support

- To provide monthly line management supervision to the Operation Coordinator, the Welcome and Member Participation Officer and the Outreach Team (currently made up of two outreach Officers)
- To conduct appraisals for the Operation Coordinator and the Welcome and Member Engagement Officer and work towards their professional development goals
- To support the CEO with staff recruitment ensuring best practice during the recruitment process
- To maintain personnel and employment records, as required by law.

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- In consultation with the CEO and Board of Trustees, to develop policies and procedures in volunteer and staff management, ensuring staff and volunteers are fully aware of and trained in these practices and in Borderlands' organisational values.

Monitor and Evaluation

- To ensure adequate monitoring and evaluation frameworks are in place to report back to funders and to better evaluate projects
- To keep updating and developing our existing new CRM (Lamplight)
- To issue Welcome Centre Project and Outreach Project reports for Trustees Meeting

Risk Management

- To ensure statutory compliance with Health and Safety and other relevant legislation, conducting risk assessments, monitoring performance and reviewing procedures.
- To ensure the correct organisational insurance policies are in place.

Other

- To engage in regular managerial supervision with the CEO

Essential criteria

Experience

- Relevant management experience in a small/medium charity/organisation
- Experience in project management
- Experience in line management and staff supervision
- Experience of financial administration such as petty cash handling, weekly/monthly financial reconciliation
- Experience of setting up and/or maintaining office systems
- Experience of setting and working to targets, budgets and deadlines
- Experience of producing reports on organisational outcomes, outputs and financial activity



- Experience of identifying opportunities, planning new activities and managing change
- Experience working with common Data Management Systems (for recording purposes)
- Experience in promoting and implementing safeguarding policies and procedures and promote best practice culture among staff and volunteers

Knowledge and approach

- Knowledge of the needs, challenges and experiences of asylum seekers and refugees
- Ability to communicate and engage with a wide range of stakeholders face to face and remotely, both in one to one and in group settings
- Ability to work in partnership and to build new partnerships with statutory and non-statutory agencies
- Ability to motivate and engage members, listening to others and working in a non-judgmental way that develops trust
- Reflective approach to professional practice
- Understanding of and commitment to the vision, mission statement, values and objectives of Borderlands
- A good understanding of data protection
- An understanding of health and safety
- An excellent understanding of, and commitment to, safeguarding children and adults
- Very high level of self-management with ability to manage own workload, time and prioritise effectively with competing deadlines
- High levels of sensitivity, emotional intelligence, and resilience
- Ability to work as a member of a team, seeking support from colleagues as appropriate and sharing knowledge and experience with others

Skills

- Excellent organisational and administrative skills
- Excellent IT and database skills



Desirable criteria:

- Lived experience or knowledge of issues facing refugee and asylum-seeker groups;
- Experience of working with adult or youth refugee and asylum-seeking groups
- Understanding of how the refugee sector operates in Bristol
- Proficiency in a relevant language spoken by the refugee or immigrant communities in Bristol

Working Values: *People* are Borderlands' most valued asset, and we wish to support and empower everyone we work with. All staff are required to be flexible in their attitude towards their job, to take on other tasks as necessary for the charity and be committed to the overall development of Borderlands. Occasional evening and weekend working may be required by prior arrangement.

Borderlands works with people of all faiths and none. Borderlands grew out of the parish outreach work of the Catholic parish of St Nicholas of Tolentino Church, and it currently rents its premises. It is therefore necessary that the post-holder can work with and accept this.

Disclosure & Barring Service check: The post-holder must be willing to have a DBS check carried out. Failure of the DBS check will not necessarily prevent an applicant from getting the job however failure to communicate the potential of this outcome to the charity in advance of the check being carried out may result in the employment application being terminated.

Salary and Notice: This role is paid monthly in arrears, and it is subject to a six-month probationary period.

Application deadline – Wednesday 13th November 2024

Please provide details of how you consider yourself to meet the Person Specification with examples. All applications will be considered against the criteria listed in the “Person Specification” which is enclosed with this application pack. Applicants must meet as many as possible of the Essential Criteria detailed in the Person Specification to be considered for an interview.



BORDERLANDS
from exclusion to
BELONGING

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