



ASSIST Sheffield is recruiting a Client Support Manager!

Job Title:	Client Support Manager
Responsible to:	Director
Responsible for:	Work of ASSIST's Client Support volunteer teams Line management of staff
Hours:	35 hours
Salary:	£33,579 pa
Holidays:	27 days plus Bank Holidays
Location:	Victoria Hall Methodist Church, Norfolk St, Sheffield

This is an exciting opportunity to lead ASSIST Sheffield's experienced and diverse volunteer teams and staff in delivering high-quality support to people who are experiencing destitution as a result of being refused asylum in the UK. The post holder will join a small leadership team, collectively holding responsibility for the work of the organisation.

You will be experienced in managing or delivering support and advocacy services. You will be committed to the wellbeing of people seeking sanctuary in the UK and to the values of solidarity and respect which underpin ASSIST's work. You will be confident in enabling volunteers to work effectively with skill and compassion. You will thrive on teamwork in a dynamic and challenging environment and will be ready to bring your skills to the leadership structures in a vibrant, learning organisation. You quickly grasp the subtleties of complex issues and identify patterns in challenges. You don't stop at diagnosing problems, though; you come up with insightful, pragmatic, equitable, and sustainable ways to produce positive change.

You will be an excellent communicator, committed to forging positive relationships with partners, and ready to hold responsibility confidently and transparently.

And finally you put equity at the centre: You recognise ways that race and other identities intersect, especially with communities we serve. You identify potential for bias and actively work to minimise inequities in all areas of your work.

ASSIST Sheffield is a well-established charity which has supported people who have been made destitute following the refusal of their asylum claims for 21 years. With over 140 volunteers and a staff team of 12, this is a dynamic and challenging working environment.

If this sounds like you, we would love to hear from you.

BENEFITS

- Access to an Employee Assistance Programme - providing counselling and a range of other benefits
- 6% Employer contribution to our workplace pension scheme
- Cycle to Work scheme
- Free Eye Tests
- Effective Line Management, personal and professional development opportunities
- A supportive, well-being-focused work environment.
- The opportunity to be part of an effective, well-respected community organisation

ASSIST is committed to equal opportunities policies and practises and welcomes applications from all sections of the community. We particularly welcome applications from people with lived experience of the asylum system.

Application Packs are available to download from our website:
www.assistsheffield.org.uk

Completed Application Forms should be sent to: jobs@assistsheffield.org.uk

Please be aware that we will not accept CVs.

Deadline for applications: **9am on Wednesday 24th July 2024**

Interview Date: **Wednesday 31st July 2024**

If a further interview is required a date will be confirmed with the preferred candidates based on the availability of the recruitment panel.

ASSIST Sheffield is working together with the New Beginnings Project at Voluntary Action Sheffield to help people with lived experience of the asylum system and forced migration to access this opportunity. As part of this commitment, there will be an optional application preparation session open to anyone who is interested in finding out more about this job on **Tuesday 9th July, 5-6pm** at ASSIST Sheffield, Victoria Hall Methodist Church, Norfolk Street, Sheffield, S1 2JB. Please email

jobs@assistsheffield.org.uk to register your interest in attending.

If you would like to talk on the phone about this role before applying please contact our Director, Anna Rudd on anna.rudd@assistsheffield.org.uk, who will be happy to arrange a chat with you.

An offer of employment is subject to a satisfactory Disclosure and Barring Service (DBS) check.

ASSIST Sheffield is a Charitable Incorporated Organisation, no: 1154862.