



Candidate Pack:

Project Manager (packs project)

Thank you for your interest in working for The Separated Child Foundation. The Project Manager (packs project) is a key role within the organisation ensuring that separated children receive the physical comfort and welcome they need after they've arrived in the UK.

About us

Established in 2007, the Separated Child Foundation offers practical, emotional and social support to separated children and young people in Britain who are asylum seekers or refugees. The children we support arrive with nothing, having fled their homeland because of war, terror or persecution. We currently have five part-time staff members: our Chief Executive Officer, our Operations Manager, our Programme Manager, our Administrator, and the existing Manager of the Arrival and Sleep Packs Project (who you will replace). The team is supported by 10 Trustees, 30 volunteers, and three freelance youth workers.

We're committed to creating a team of staff, Trustees and volunteers that truly reflects the diverse nature of our society, including the children and young people that we support.

Why they need our help

In the 12 months up to June 2022, 4,896 children applied for asylum in the UK having arrived here alone, because their parents had been killed, imprisoned or were otherwise unable to leave. Separated children share with other refugees a well-founded fear of persecution. They experience the double trauma of separation not only from their homeland, culture and natural environment but also from the adults in their family who gave them care.

Providing packs for lone refugee youth

To date, we have provided **15,000** separated children with arrival packs. An arrival pack is a duffel bag crammed full of toiletries, a towel, socks and underwear (three pairs of each), warm clothing, a waterproof jacket, gloves, a hat and a scarf. Separated children arrive with nothing, at the end of a difficult, demanding, and often dangerous journey. The refugee and asylum support sector is well established, but there are currently no other charities providing these bare essentials for the first week or so of a separated child's experience in the UK.

In December 2021 we began producing 'essentials' packs for separated children arriving into Dover. The packs contain enough toiletries, socks and underwear to help exhausted and vulnerable children through their first 48 hours here, as well as a towel and clean t-shirts. By the end of November this year, we'll have created and distributed over **2,000** essentials packs to meet unprecedented demand.

We also provide sleep packs to children affected by severely disturbed sleep and irregular 'body clocks'. For safety, on their journey to the UK, separated children travel in groups at night and sleep during the day, taking turns to guard. Many become entirely nocturnal, often suffering terrible nightmares leaving

them terrified on waking. Sleep packs are pouches with: a night shirt, a plug-in night light, a lavender bag, a specially created 'Sweet Dreams' card, eye mask, ear plugs, tissues and a stress ball to help restore restful and refreshing sleep, with a regular sleep-wake rhythm. To date we have distributed over **9,000** sleep packs.

The packs are assembled by groups of volunteers at our storage facility in North London, before being distributed to separated children throughout the UK via our partnerships with local organisations.

About this role

The Project Manager for our packs project is a key role within the organisation.

This project is well established but there are opportunities for development. With the support of a project assistant who will report to you (to be recruited once the Project Manager is in place), you will be responsible for the delivery and expansion of the project, helping us achieve our aim of getting an arrival and sleep pack to every separated child arriving in the UK. The role will be full of variety involving volunteer management, logistics, planning and development. You will be managed by the Operations Manager, with support from a project assistant and a number of senior volunteers.

The project is based at the Big Yellow Self Storage near Staples Corner in North West London. It is expected that your presence here initially will be required two or three times a week but once the project assistant has been recruited, and once you have established good rapport with the senior volunteers, the majority of your time is expected to be home-based with the regularity of site visits to the Big Yellow to be agreed with the Operations Manager.

How to apply for the role

The job description and person specification are below. To apply for the role, please email your CV, a supporting statement addressing the personal specification and two referees to the Administrator, samantha.bowden@separatedchild.org

The deadline for applications is 9am on Monday 19th December.

Interviews will take place on 4th and 5th January, on Zoom.

To arrange an informal discussion about the role, please contact the Administrator, samantha.bowden@separatedchild.org

[Job Description on the following page](#)

Project Manager (packs project)

Job description

Job Title: Project Manager (packs project)

Starting Salary: £30,451 FTE

Hours: 21 hours a week (working pattern to be negotiated but some weekend working will be required)

Contract: Permanent

Location: London-based. A combination of home working and on site at The Big Yellow Storage, Staples Corner, London, NW2 7JP.

Reports to: Operations Manager, with support from a project assistant (to be recruited once this role is in place) and senior volunteers.

Main purposes of the role:-

- To manage the procurement for arrival, essentials and sleep packs
- To ensure the successful creation and distribution of arrival, essential and sleep packs for separated children, with the support of the project assistant (to be recruited) and senior volunteers
- To oversee the recruitment, management and retention of packing volunteers and senior volunteers
- To maintain relationships with existing partners, including managing orders
- To grow the existing project by proactively seeking new partners
- To investigate the need for different types of packs, including making proposals for new types of pack if appropriate
- To manage corporate / team volunteering opportunities within an agreed and mutually beneficial framework

Role description

Main duties:-

- Initially, work with the Operations Manager and Administrator to recruit a part-time project assistant
- Facilitate the sourcing, ordering and coordination of the procurement of goods for the packs including the identifying of free and cheap sources of goods
- Manage the project assistant (once recruited) to ensure that:-
 - Goods are physically processed and moved when they arrive into storage and that the associated paperwork is attended to
 - Stock in the storage facility is logically ordered ready for the packing process
 - The storage facility is clean and tidy
 - Inventories of arrival, essential and sleep packs and the goods used for them are strictly maintained

- Manage communications with the agencies who require the packs for separated children and work with senior volunteers to ensure that orders can be fulfilled at packing sessions
- Manage the project assistant to ensure successful collection / delivery of packs to partner agencies, including co-ordinating logistics and arranging transport
- Ensure an effective distribution system throughout the UK
- Manage volunteers effectively in conjunction with senior volunteers to maximise their contribution, retention and cover
- Regularly review volunteer structure and role descriptions and work with the Volunteer Coordinator to recruit new volunteers / create new volunteer roles as appropriate
- Be responsible for effective volunteer supervision, training, health and safety and safeguarding with the support of the senior volunteers
- Work with the Volunteer Coordinator to ensure that relevant policies are read by volunteers (and records kept) and that they are adhered to
- Ensure that volunteers are effectively recorded and co-ordinated and maintain a best-practice volunteer management approach
- Ensure that the regular and ad hoc (corporate) packing sessions are well-coordinated, safe, and run smoothly in conjunction with senior volunteers
- Be responsible for all aspects of health and safety and safeguarding in the packing process area and work with senior volunteers to implement the health and safety and safeguarding policies whilst keeping appropriate records
- Continue to ensure the packs evaluation system is implemented and improved (currently co-ordinated by a volunteer). Ensure the evaluation forms are distributed to partners and that they are returned and satisfactorily completed. Record feedback and pull the data together into a quarterly report
- Re-establish communications with historic partners and aim to meet their current needs
- Identify opportunities to expand the packs project via new partners and into new geographies (UK only), working with the Programme Manager and Operations Manager as appropriate
- Monitor the demand for the existing types of packs and make proposals for the development of new types of pack, as appropriate
- Be responsible for the co-ordination and delivery of ad hoc corporate volunteering sessions, working within an agreed and mutually beneficial framework
- Ensure good, secure record-keeping, for example of pack distribution, volunteers and evaluation feedback
- Undertake any other duties that are required commensurate with the role

Person specification

Essential:-

- An understanding, and commitment to, the circumstances and experiences of separated child refugees and the aims of The Separated Child Foundation
- Good experience of volunteer management
- Good project management experience
- Ability to keep calm and work accurately under pressure
- Positive, self-motivated and committed to achieving results with a professional approach to work
- Good levels of physical energy
- Well organised, efficient, flexible and able to work independently
- A collaborative approach and a team player

- Good IT and administration skills including experience of creating and maintaining spreadsheets, developing simple systems and keeping records
- Good telephone manner and ability to respond to email enquiries effectively

Desirable:-

- Experience of basic logistics
- Experience of stock management and processes
- Commercial acumen
- Experience of working with refugees or other under-represented communities