

Job Title: Asylum Service Manager

Reports to: Director of Services

Overall Job Purpose

The Asylum Service Manager is responsible for the management, development and delivery of Scottish Refugee Council asylum services; to ensure the quality of services and any grant agreements and funding contracts are met.

Key responsibilities

Management

- Manage, motivate, train and develop staff and volunteers to ensure they have the information and skills to deliver a quality service.
- Provide guidance, support and performance management to staff and volunteers through regular contact, personal availability, team meetings, regular supervision and annual appraisal.
- Ensure staff and volunteers meet the requirements of the Immigration Advice Authority and other quality standards as appropriate including frameworks of child protection and dealing with vulnerable adults.
- To ensure good team cohesion and collaboration with other teams across Directorates to deliver Scottish Refugee Council's goals.
- Ensure health and safety and promote well-being within the team in line with Scottish Refugee Council's policy and procedures.

Operational Management

- Manage a portfolio of asylum services through diverse and accessible models including in-person, phone-based, and group formats to provide high-quality advice, advocacy, and support to individuals in the asylum process, including those who are appeal rights exhausted.
- Manage and maintain a professional, safe, and welcoming service, ensuring quality standards are met, monitored, and aligned with Scottish Refugee Council policies and procedures.
- Manage allocated budgets in accordance with organisation policies and delegated authority levels.
- Collaborate with colleagues to ensure interpreters are used appropriately and in accordance with established policies and procedures.
- Act as Safeguarding Officer, ensuring the safety and protection of children and vulnerable adults accessing Scottish Refugee Council services.

Performance Monitoring and Reporting

- Monitor delivery of services to ensure quality of services and funding requirements are met.
- Work with Data Impact Officers to develop suitable monitoring and evaluation systems to gather data needed for reporting and for demonstrating wider impact and support ongoing learning.
- Produce reports for funders collaborating with the funding and finance teams.
- Prepare and present reports to Senior Leadership Team.

Development

- Use an evidence-based approach to identify and prioritise emerging needs, adapting service delivery models accordingly and collaborating with colleagues to develop future projects aligned with Scottish Refugee Council's strategic priorities.
- Support the development and continuous improvement of the case management system, ensuring consistent casework quality, effective advice delivery, and robust evidence collection on issues faced by people in the asylum system.
- Support the work of the Resources Development Team by contributing to and involving the team in development and co-delivery of training, seminars, briefings, electronic and written communications.
- Liaise effectively with key stakeholders to promote Scottish Refugee Council's services and ensure delivery of complementary services.
- Collaborate with other colleagues to ensure evidence from advice services support and inform the progress of Scottish Refugee Council's policy priorities.
- Participate in the strategic planning process and lead on the operational planning process for the development and implementation of asylum services.

Other duties

- Ensure effective communication and consultation with staff and volunteers and maintain strong links with other teams.
- Support the implementation of Scottish Refugee Council's Refugee Involvement Policy across the organisation to ensure refugee participation and involvement at all levels.
- Develop skills and undertake responsibilities which fulfil the purpose of the role and support the success of the organisation.
- Ensure work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures.
- Undertake any other appropriate duties as required.

| Quality | Essential | Desirable |
|-------------------------|---|--|
| Education & Training | <ul style="list-style-type: none"> • Educated to higher level or able to demonstrate equivalent experience • Commitment to work towards IAA level 2 qualification in Asylum and Protection | <ul style="list-style-type: none"> • Degree or qualification in relevant area • Trained to IAA level 2 |
| Job Experience & Skills | <ul style="list-style-type: none"> • Demonstrable experience of providing and developing services to vulnerable groups • Knowledge of the voluntary, local authority and health service provision sector, including benefit, education, health and social work systems. • Sound knowledge of immigration legislation and systems • Experience of personnel management including supervision, appraisal and performance management • Strong written and verbal communication skills • Ability to produce reports to a high standard • Knowledge of issues affecting asylum seekers and refugees in Scotland • Awareness of Health and Safety requirements at work • ICT skills – knowledge and experience of databases and Microsoft Office, SharePoint • Excellent project management, organisational and planning skills • Knowledge and experience of managing financial resources • Experience of applying equal opportunities practices, with strong interpersonal skills and an awareness of cultural differences • Ability to develop monitoring and evaluation systems. | <ul style="list-style-type: none"> • Fluency in relevant refugee language, both verbal and written • Demonstrable experience of working within a multi-cultural team |

| Quality | Essential | Desirable |
|--------------------------------|--|-----------|
| Personal Qualities & Abilities | <ul style="list-style-type: none"> • Demonstrate understanding and support of Scottish Refugee Council aims and principles • Ability to develop leadership and decision-making skills • Ability to work in high pressure situations in a rapidly changing environment and respond effectively by adjusting priorities, policies and procedures • Ability to work effectively with colleagues across the organisation as well as on own initiative • Ability to implement and operate effective quality assurance systems within the team • Able to maintain professional boundaries • Demonstrable empathy with asylum seekers and refugees and commitment to their rights • Ability to respond positively to feedback and to modify performance if required • Think creatively and develop imaginative solutions to problems • An understanding of confidentiality and impartiality • Ability to work flexible hours as required, to travel, and to spend occasional nights away from home | |