



## Bristol Hospitality Network

### HELP Team Manager

### Person Specification

<b>ESSENTIAL CRITERIA</b>		
<b>Management &amp; advocacy experience</b>	1	At least 1 year's experience as an advocate (not necessarily OISC based) in a UK based organisation working with asylum seekers or refugees
	2	Thorough and up to date knowledge of the legal framework and processes relevant to advocacy with asylum seekers
	3	At least 1 year's experience of managing volunteers or staff in a team environment.
	4	Experience of managing competing demands in an active and challenging environment
<b>Admin</b>	5	Good range of practiced IT skills including spreadsheets
	6	Knowledge of the requirements of Data Protection and confidentiality
	7	Excellent organizational skills, including planning, and the ability to prioritise to ensure work is delivered on time and to agreed standards
	8	Ability to communicate effectively in written and spoken English
<b>Other skills</b>	9	Ability to work effectively with colleagues, Trustees and volunteers
	10	Strong interpersonal skills, including very good listening skills
	11	Understanding of the nature of work in voluntary and community based services
	12	Understanding of and commitment to equality, diversity and inclusion
	13	Awareness of, and commitment to, the mission statement, values and objectives of BHN.
	14	Understanding of, and commitment to, safeguarding adults and children.

15	Understanding of and empathy with the experience and needs of destitute asylum seekers
<b>DESIRABLE CRITERIA</b>	
16	Speak a language commonly spoken by our members: e.g. Arabic, Farsi, French, Tigrinya, Amharic, Kurdish etc
17	Demonstrable commitment to human rights, equality, diversity and inclusion, anti-oppressive and anti-discriminatory practice
18	Experience of managing a budget
19	Holding a qualification in training or experience of delivering training sessions or of training/mentoring people in their role.
20	Experience of coordinating support for someone held in detention
21	Experience of working with people who have experienced trauma, or who have mental illness, or who have complex difficulties
22	A knowledge of behavioral management techniques and understanding of de-escalation techniques
23	Qualifications in or experience of using coaching, listening or counselling skills