

Chief Executive Officer – Refugee Support Europe

About the Job:

Job summary

Refugee Support Europe (RSE) was established in 2016 to provide short-term, dignified support to displaced people at times of urgent need. Between arrival and settlement, refugees and people seeking asylum face numerous challenges, which are often compounded by traumatic journeys, a lack of state support and an increasingly hostile environment. RSE bridges this gap, offering a warm welcome through the first pillar of our work; our unique Dignity Centre model, which aims to facilitate choice, normality and agency as well as a sense of hope and security, at a moment when people are particularly vulnerable and under-served. The second pillar of our work sees short-term emergency interventions to support displaced people whilst the third focuses on pushing for systemic change through advocacy and outreach.

Job description

This is a full-time Chief Exec role offering an exciting time to join an organisation making a huge impact with minimal resources. As the Organisation enters its tenth year, regrettably the need for this work has never been greater and in addition to enhancing existing projects, we plan to grow our Dignity Centre locations as well as expand our outreach and impact in the coming two to five years. As a small charity, the role is incredibly varied as well as hands-on. While there is no physical back office, meaning the role is mostly from home/remote, the CEO spends sustained periods of time in our projects in Nicosia, Cyprus and Bournemouth, UK as well as any new or potential project sites in the UK and abroad. A typical day could include troubleshooting and managing maintenance problems at distance for our projects in Nicosia and Bournemouth, preparing and delivering interviews and presentations to the media or for donors, calling volunteers to prepare them for collaborating with us and collating indicator data for impact reports.

Key responsibilities

1. Values-aligned fundraising

Refugee Support has a very effective fundraiser who has worked to establish funding from a number of the relevant trusts/grants available to us. Nonetheless, as with many charities in the sector, fundraising, especially longer term committed funds and core costs are the biggest challenge/headwind to us achieving our goals. We are looking for someone who can develop new areas of more enduring funds such as corporate partnerships, HWIs and access to trusts/grants that require some know-how to find a way in.

2. Leadership and team management

As well as the two members of staff in our fully remote Back Office (a part-time fundraiser and office manager), you will also manage our projects Coordinators at distance (with periodic site visits) as they navigate complex, challenging and fast-paced environments. In addition to the paid team, you are also responsible for ensuring RSE continues to be volunteer-powered, managing a team of up to 30 volunteers at any one time who support what we do.

3. Financial management

You will be accountable for the effective management of our finances (currently around 400k p/a) including our budgets and fundraising targets. You are responsible for all spend decisions and ensuring our accounts and records are rigorously managed and up to date, overseeing audits in any countries in which we operate.

4. Strategic and sustainable operational development

You will be responsible for delivering our Strategic Plan including our growth areas of increasing income to finance more coordinators and opening a new project. You also know when and how to respond to emergencies and when projects need to be wound down and handed on.

Person specification

Our organisational values of dignity, solidarity and community run through everything that we do. We are looking for someone with the following experience and the commitment, dedication and passion to grow our offerings for displaced people whilst enhancing an internal culture of mutual support.

Essential:

Our ideal candidate would have demonstrable experience and expertise in at least 6 of the following 7 areas:

1. Proven financial experience

You will be able to demonstrate complex budget management and ability to make decisions on spend including during emergency situations where the needs on the ground are constantly evolving.

2. Risk and safeguarding

You have experience in complex safeguarding environments as well managing, mitigating and reporting risk preferably including in international settings.

3. Leadership and people management in small teams

You will be effective in managing small, highly efficient teams across multiple locations and have both empathy and decisiveness to support and lead.

4. Operational and project management

You have experience in international operations, taking strategic operational decisions and ability to coordinate and run the projects if necessary.

5. Successful fundraising

You will have successfully fundraised before to a high level especially in our growth areas of HWIs, corporates and T&Fs. This includes pitching, managing application processes, partnership-building and networks.

6. Exceptional communication skills

You are an exceptional communicator (verbal and written) in English and engaging public speaker. You feel comfortable presenting our work and impact in various settings including to high-level stakeholders, partners and the media.

7. Ability to work on the micro and macro simultaneously

As with all charities our size, this role is incredibly varied. You are able to switch between setting the strategic vision and direction of the charity and zoning in on trouble shooting and supporting the teams in their day-to-day work. You have good attention to detail.

Desirable:

1. Experience of displacement
 2. Advocacy and campaigning
 3. Administration and IT experience including use of different CRMs, bookkeeping software
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Salary & Conditions

- Salary: from £45,000 depending on experience
- Full-time, permanent
- Remote-first role with regular travel to Cyprus and UK project sites
- 28 days annual leave, inclusive of public holidays
- Pension contribution (if applicable)
- Probation period of 6 months
- Reporting to the Board of Trustees

Applications

Qualified and motivated applicants should submit a CV and cover letter (max. 2 pages), outlining how you meet the key criteria, to info@refugeesupporteu.com before Friday, March 13th.