

## **Leadership and Social Justice (Policy & Campaigns) Officer**

**Thank you for your interest in working with Shpresa Programme**

We are looking for an experienced campaigning officer with experience of, active listening, mobilizing and inspiring individuals through group and one to one work.

The successful candidate will have:

- in-depth interpersonal skills
- the ability to recruit, manage and support a sizeable cohort of emerging leaders and volunteer influencers
- the ability to work autonomously
- be an excellent self-organiser and communicator
- the ability to recruit and train mentor leaders in the sector to mentor emerging leaders with lived experiences

Shpresa Program is enabling the Albanian speaking people in UK to become active citizens and the post-holder will have an integral role in the development of the organisation's emerging policy work over the coming years, helping to steer Shpresa's position as well as grow leaders so more work can be done locally and nationally

This pack contains information to help you decide if you would like this job; and tells you what to do if you decide you want to apply.

### **Want to learn more before applying?**

We hope this recruitment pack will provide all the information you need to decide if you want to apply for this job. But we're aware that people may have different needs or additional queries, and we want to support all potential applicants.

You can contact prior to applying, Mrs. Luljeta Nuzi, the CEO of Shpresa, at [shpresaprogramme@yahoo.co.uk](mailto:shpresaprogramme@yahoo.co.uk)

You are welcome to use both the options above.

### **What is in this pack:**

1. Diversity information
2. Recruitment process and timeline
3. Organisational context
4. Role overview

5. Job description
6. Person specification
7. Additional information

Separate documents:

1. Application form
2. Shpresa theory of change

## 1. Diversity Information

Shpresa Programme aims to create a positive working environment for all staff, and is working towards a more diverse workforce. As part of your role we aim to build a Diversity Working Group and are actively engaged in a program of organizational development, reviewing policies, practices and working culture in order to improve our environment and enable colleagues to work effectively and supportively together.

We welcome applications from people of diverse backgrounds, abilities and gender identities. For this role we are actively encouraging applications from people with lived experiences and, in particular, welcome Albanian speaking people who came as refugees or migrant to apply.

As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

## 2. Recruitment Process & Timeline

Please read the background and overview information about the role, as well as the job description and the person specification carefully.

Please complete the application form that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **9am Monday 25<sup>th</sup> November**

Shortlisted applicants will be informed by: **Thursday 30<sup>th</sup> November**

Interviews are expected to take place on **the 4<sup>th</sup>, 5<sup>th</sup> and 9<sup>th</sup> December**. If you are not available on this day, please let us know this when you apply.

All job offers are made subject to references.

## 3. Organizational context

### The Organisation



Shpresa Programme is a registered charity number 1110688 and a company limited by guarantee number 4692860. Shpresa works with over 2,000 Albanian speaking refugees and migrants each year to foster integration and to support men, women and children, enabling them to contribute to the communities in which they now live and work. Shpresa received the Queen's Award for Volunteering in 2004. We hold the London Youth Quality Mark, Gold Award for excellence in our Youth Work provision. We also hold the Special Distinction Award from the National Resource Centre for Supplementary Education for exceptional all-round high quality supplementary school provision. We were awarded the Forum for Health and Well Being's Communities of Health Award for the third year running in 2016. Shpresa programme fully achieved the Trusted Charity level 2 Quality Mark (known as PQASSO level 2 4th addition) from NCVQ in August 2018.

In October 2016 and October 2022, we were delighted to receive the Marsh Award for our contribution to the fight against modern slavery for our work with trafficked women and children.

At Shpresa we have come into contact and supported many hundreds of Albanian speaking people, children who learn Albanian language dancing, perform get involve in sports, parents who learn English and parenting skills, volunteers who get training and support and later on jobs, women that suffer domestic violence and get protected, people who need information and guidance, food or clothes, Shpresa has become the family for the young people who are here without their parents and has become the organisation where we all can knock for help and they will try their best to help.

Our CEO received an Honorary Award as Migrant and Refugee Woman of the year in 2012, the David Crystal Award from the Chartered Institute of Linguists in 2014 in recognition of her work with Shpresa Programme fostering the study of community languages, the Ambassador for Peace from Universal Peace federation December 2016 and recently May 2017 the UK Foreign Social Entrepreneur Award from Money Gram. She has recently received numerous accolades and awards, including the prestigious Freedom of the Borough from the Barking and Dagenham Council in June 2023 and the Anne Estela Lifetime Achievement Award in March 2023.

Currently Shpresa is running several projects

Shpresa runs many projects to support the Albanian-speaking community in London and the UK.

**\*Children and Young People project** - aims to improve the life, the education, and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.

**\*Women's Health and Wellbeing project** - aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness, and other barriers so they can improve their health, integrate within the society, and play a full part in the family, community, and society.

**\*Volunteering project** - aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.

**\*Advice and Advocacy project** - aims to provide, in partnership with other providers such as MiCLU, Money A+E, Horizon, Manor gardens, New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields - such as benefits, immigration, settlement, debts etc.

**\*Campaigning** - aims to engage, up-skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.

**\*Resources** - aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society.

## 4. Role Overview

*This section gives detailed additional information about the role to help you decide if it's likely to be a role you will enjoy and that you will be a good fit for.*

This is an exciting new role for Shpresa Programme, funded by Trust for London through their Stronger Voices grant and City Bridge Trust

The role involves two interlinked strands of work:

### **Mobilising and leadership training**

The leadership and Social Justice Officer will recruit, then provide training and support to 2 cohorts of 20 campaigners over 2 years (a total of 40 people), who will advocate for social change for the betterment of Albanian speaking people at different boroughs.

Our leaders and social justice campaigners will be a diverse range of Albanian speaking people living in London who have encountered systemic inequalities (across the three main themes, below) and want to speak up for their communities. They will gain skills in school for social entrepreneurship, influencing and community organising.

### **Policy work**

The leadership Social Justice Officer will create campaigns for social change and influence policy based on the needs of Shpresa's users and those who the emerging leaders are interested. This area of work involves effecting policies where more positive outcomes for Albanian speaking people can be reached, including forming and submitting robust responses to consultations which touch on the four main themes (below) that will be addressed. The post-holder will create guidance and briefings for other organisation, parliamentarians. Where relevant, they will attend meetings with policymakers and decision makers external to Shpresa with regards to policy and public affairs.

This diverse and challenging role requires someone with the ability to work autonomously to help enact policy change needed within the UK in order to improve Albanian speaking and other refugees and migrant lives. The ideal candidate would have a background in social entrepreneurship organising and/or campaigning for social change by working within the communities that are directly affected. They will also bring experience of community organising and mobilising individuals through group work. They will have in-depth interpersonal skills and the ability to recruit, manage and support a sizeable cohort of emerging leaders and volunteer campaigners.

The Leadership and Social Justice Officer will work directly with a wide range of people including the CEO, other staff, volunteers, clients, and other stakeholders.

The four main themes the role will work across with emerging leaders are:

	<b>Low Pay</b>	<b>Welfare</b>	<b>Housing</b>	<b>Immigration and heritage</b>
<b>The issues</b>	Albanian people experience discrimination at work and can be treated with disrespect.	The welfare system is bureaucratic and not migrant inclusive. Staff knowledge about migrant and refugees claimants can be much improved.	The high cost of housing impacts migrant and refugees people on low incomes. They can feel unsafe in certain neighbourhoods. Migrant and refugees people are affected by homelessness.	<ul style="list-style-type: none"> <li>- Asylum seekers have to wait for a very long Time</li> <li>- With the current immigration act they will not be able to claim asylum</li> <li>- Changes on the immigration act</li> <li>- Rights of EU citizens</li> <li>- Discrimination</li> <li>- Lack of Opportunities to share our heritage</li> </ul>
<b>Mobilising</b>  Led by the leadership and Social Justice Officer but informed by their own experiences, our Social Justice Campaigners will:	Work with employers to improve employment practices. Campaigners will be supported to advocate for better pay, and address exploitation and job insecurity, including by meeting with their MPs.	Work to improve migrant-inclusive practice within the welfare system. They will focus on influencing decision-makers including meeting with their MPs. In addition, they will work towards the implementation of migrant -inclusive practices in the Welfare system.	Advocate for affordable housing and consider how migrant and refugees people are affected by the cost of housing and homelessness. They will work with local and national NGO, tenancy associations to influence issues	Advocate for the <ul style="list-style-type: none"> <li>- right to work</li> <li>- settle immigration status</li> <li>- citizenships fees</li> <li>- access to health and education</li> <li>- access to good housing condition</li> <li>- access to mental health</li> <li>- living wage</li> </ul>

			around housing, as well as meeting with their MPs, Cllr etc	
<p><b>Policy</b></p> <p>The Social Justice Officer will:</p>	<p>Work collaboratively and in coalition with Telco, Citizens UK and others working in this field and, with a particular view on refugees (including those seeking asylum) and migrants, help build consensus on the issues of low pay and workplace discrimination. The Shpresa Programme will actively seek out and respond to calls for evidence around these issues.</p>	<p>Research the welfare system and its interaction with refugees and migrant, working to fill in gaps of knowledge. They will respond to any applicable consultation with government bodies, as well as seeking avenues of change.</p>	<p>Grow our organisational understanding of housing inequality and its impact on asylum seekers, refugees and migrant people. Working with a wide coalition of relevant organisations and allies, they will bring about wider understanding of refugees, migrant and asylum seekers people's intersecting and interactions with the sector, and work towards positive policy</p>	<p>Grow our organizational understanding of Immigration rules and its impact on asylum seekers, refugees and migrant of all ages. Working with a citizens UK and wide coalition of relevant organisations and allies, they will bring about wider understanding of refugees, migrant and asylum seekers intersecting and interactions with the sector, and work towards positive policy change.</p> <p>Advocate for the</p> <ul style="list-style-type: none"> <li>- mainstream places to offer venues for free for emerging leaders</li> <li>- participate at local events</li> <li>- celebrate jointly 28<sup>th</sup> of November, 17<sup>th</sup> February, Living Wage week, 16 days of Activism, 8<sup>th</sup> March, Mental Health, Volunteering week Refugee Week and any other days as it seems fe</li> </ul>



			change.	
	Work with the Head of CEO to ensure all policy nudges and asks on low pay, welfare and housing are carried forward in our wider policy work, including our work with parliamentarians			

## **Working practices and expectations**

Outside of ours in-person events, sessions and services, the majority of Shpresa staff work remotely and flexibly and email, what's app is currently the main form of communication. The team meet mostly via video conferencing. There is an expectation that the role holder will need to deliver London based activities in person to support the cohorts of leaders and Policy influencers.

At Shpresa, we pride ourselves on the support staff get to do their role. We understand that the work we do at Shpresa has a strong emotional and personal element to it. Each staff member also receives consistent and concentrated time with line managers, and extra time where needed, as well as dedicated planning, preparation and wind down time with peers and teams. You will get an individualized learning development and well-being plan suited to your individual needs, which you work on with our CEO. We also have understanding of the various demands on refugees and migrant workers and have a certain amount of flexibility to accommodate any disadvantages you may experience in the world due to your background (i.e. if you are from the migrant community or a refugee). All of this is in place so that you can do the best job possible in your role.

For the right person, this role will offer considerable developmental opportunities alongside the growth of Shpresa.

We are particularly interested in people who have the skills to support activists in the refugee and migrant movement, to equip and empower them whilst holding professional boundaries and practicalities.

## **Shpresa's values and Approach**

Shpresa programme is genuinely led by the people they work with and lived experience is what drive the work of everyone one.

We continually strive to improve everything we do, including the support we offer to staff and the services we deliver to Albanian speaking people and to all other types of clients. We think carefully about the ethical aspects of our work, how we practice and who we partner with.

For the Leadership Social Justice Officer role, we wish to centre our thinking around how we can empower and develop members of our Albanian speaking community and other refugees and migrant. Also, a consideration as to how we can look positively at creating outcomes within sometimes very difficult situations. When it comes to the passion, caring passionately about the well-being and empowerment of the Albanian speaking community has been at the heart of Shpresa since our inception. You will bring your own passion for this work and to the role, which will be highly valued at Shpresa. The role will involve professionalism in many areas: working with other team members' in a collegiate manner, networking and engaging with other organisations in the Albanian community + refugee sector, voluntary sector, supporting our campaigners to succeed in their own terms.



## 5. Job description

<b>Post</b>	<b>Social Justice (Policy &amp; Campaigns) Officer (SJO)</b>
Status	Part time 28 hours (pro rata of 35 hours a week)
Contract type	Fixed term for 15 months from contract commencement; externally funded
Salary	£35,411-£38,296 Pro rata
Line Manager	CEO
Location	The Shpresa office is close to Canning Town and Plaistow Station. This is a role that is to be run through the office.

### Main Duties and Responsibilities

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time.

- Recruit a cohort of emerging leaders with lived experience of the issues to build community capacity, networks and skills around organising and campaigning. maintaining and strengthening these relationships for the duration of the role
- Put in place a programme of training to support the learning needs of our leaders, liaising with external providers where necessary. This programme to be designed based on Shpresa’s experience and legacy on community organising, social entrepreneurship and campaigning. These include but are not limited to: leadership, social entrepreneurship, community organising, campaigning, working with local authorities, Albanian cultural awareness training, fundraising, media and communications training.
- To recruit project mentees and set up mentoring pairs with Project Advisory Group members, in line with Shpresa Programme’s commitment to user involvement and empowerment.
- Implement a peer support structure for our leadership programme.
- Design and implement an evaluation framework for the project – collecting and collating data, for the purposes of monitoring and evaluation of the project in accordance with our funding needs.
- Work with the CEO, to further develop the strategy of policy engagement.
- Operate at a local London-based and national government level to influence decision makers and campaign for better inclusion of Albanian speaking people
- Engage with other policy-focussed organisations that are campaigning and advocating for right of refugee and migrants, equality across low pay, workplace discrimination, housing inequality, welfare reform.
- Work with Shpresa team and independently, respond to governmental and external consultation pieces.
- Attend external meetings with policymakers, decision makers, parliamentarians, and other officials.
- Represent Shpresa programme externally and to present on our policy work as required, including internally at Shpresa.



- Work with the CEO to build on potential future strands of research work, building an 'evidence of need' based on gaps within current research that Shpresa would be well placed to fill.

### **General Requirements**

- To bring Shpresa's values to your work and to take a non-judgmental approach to everyone you work with external and internal to Shpresa.
- To reflect the wider values of the organisation such as being open to an ethos of collaboration and working together, to recognize the positive aspects of Albanian speaking lives and to stand up for ASC people.
- To take care of the health and safety of yourself and others who may be affected by your actions at work, at all times; to operate within the Company's Health and Safety policy; and to participate in health and safety processes (for example risk assessment) when necessary.
- To follow all relevant Shpresa programme policies, ensuring these are carried out in practice in relation to the job; in particular, to behave in accordance with Shpresa programme 's Codes of Conduct and Equal Opportunities Policy as well as our Safeguarding Policy and Procedures.

All staff may be asked to undertake other duties and responsibilities appropriate, as determined by the CEO, on an occasional basis.

## 6. Person Specification

Please address each point in the person specification in turn, providing examples for each one. You are welcome to evidence the experience and qualities required using examples outside of paid work.

<b>ESSENTIAL</b>
<b>Abilities</b>
Strong levels of proficiency with group work and interpersonal skills
Ability to motivate and inspire others
Tact, sensitivity and a diplomatic manner with a range of different stakeholders
Ability to multi-task, work quickly and accurately, be proactive and remain calm and efficient under reasonable pressure
Ability to work alone as well as being part of a small team
Well organised and self-motivated with an ability to prioritise a varied workload
Professional in all manners - reliable and punctual, practical and focused, willingness to do what it takes to get a job done
<b>Skills</b>
Project management skills
Building training programmes and peer support packages
Researching and analysing topics related to marginalised communities
Excellent verbal communication
Strong written communication skills, with proven experience of drafting high-quality reports and briefings.
Good working knowledge of Microsoft Office including Word, Excel, PowerPoint; video conferencing (Teams and/ or Zoom)
<b>Knowledge</b>
An in-depth understanding of Albanian refugee and migrants and other communities needs and issues faced
Proficient understanding of the UK public policy process, including the political and parliamentary system.
<b>Desirable</b>
Lived experience of poverty, unemployment, housing inequality and/or difficulties with engaging with the welfare system
Experience of working or volunteering in an refugee setting
Good working knowledge of creating graphic material

## 7. Additional information

**Annual leave.** You will be entitled to 28 days per annum, including public holidays (pro rata for part-time workers). Our leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

**Location.** The Shpresa office is near Canning Town or Plaistow station. Currently staff are working from the main office or satellite venues and from home, but we are exploring what working practices will look like over the coming months. This role is to work from the office as it stands. However, as the project develops further, and we are more aware of the situation and risk we will keep monitoring and discussing what is the best option for this project.

**Hours of work.** Shpresa's working week is 35 hours, however for this post is pro rata – 28 hours pw; our offices are open from 9:30am – 5:30pm as well as weekend and evening. This all depends on the nature of the project, and this project requires working evenings and weekends. Exact working pattern will be negotiated with the successful post holder.

**Monthly timesheets and TOIL.** All staff are required to complete monthly timesheets which must be submitted promptly. Shpresa Programme has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** Shpresa Programme aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** Shpresa programme uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**Pension.** Shpresa Programme is part of the Aviva pension scheme, by which employees contribute 3% of their salary and employers 5%. You will be automatically enrolled in this scheme once you start work but may opt out if you choose.