

On Your Side - Project Manager

Based at Protection Approaches

Salary: £40,000 - £41,500 per annum, depending on experience

Contract: Initial one year fixed term contract with expectation of extension

Hours: Full time, 35 hours per week, flexible working hours

Location: Anywhere in the UK on a work from home basis, or in Protection Approaches' offices in Kennington, London

Deadline: Sunday 16th April 2023, 11.59pm

About On Your Side

[On Your Side](#) is the UK-wide support and reporting service for East and Southeast Asian communities who experience racism and/or any forms of hate.

Launched in August 2022, the service includes a 24/7 freephone helpline available in East and Southeast Asian languages; a website with reporting forms and resources; and ongoing community-based support delivered by trained casework advocates. We work to ensure that those who experience racism and/or hate have access to the highest levels of culturally competent support while building a better picture of the nature and range of incidents so they can be better prevented.

Funded by the UK Department for Levelling Up Housing and Communities, On Your Side is delivered by a consortium of 15 organisations including 13 East and Southeast Asian led community groups alongside national hate crime reporting and hate crime prevention organisations. This role will be based at the consortium lead organisation, identity-based violence prevention charity [Protection Approaches](#).

About the role

This is an exciting new role managing the On Your Side service. The Project Manager will lead on coordinating the project delivery team across partner organisations, developing new engagement, support, and sustainability strategies, and act as the main representative for the service at high level meetings, events, and conferences.

Reporting directly to the Protection Approaches' Co-Executive Director, you will be tasked with becoming an expert on the service, the project requirements, and issues related to racism and hate faced by East and Southeast Asian communities. You will use your project management experience to ensure that the agreed project deliverables are delivered on time, to budget and to the highest standards. You will directly line manage On Your Side team members based at Protection Approaches while ensuring all consortium partners have the support and oversight necessary that to play their full role in the delivery of the aspects of the service they are responsible for.

You will liaise regularly with external stakeholders including community groups, donors, policy-makers, police and, academic experts to build the profile of the service, improve it's support methodologies and impact, and develop the service funding and sustainability plan.

You will be the senior public face of On Your Side. You will represent the service at high profile events, conferences, meetings and in the media and conduct outreach to increase awareness of the service, of East and Southeast Asian communities' experiences of racism and/or hate, and of the policies and practices that would prevent racism and/or hate.

While this is a 12-month fixed term contract we hope the Project Manager will to continue to lead the On Your Side service during the next phase of its development, possibly as an independent organisation outside of Protection Approaches.

The successful candidate will:

- Lead on project management of the On Your Side service
- Coordinate and oversee the project delivery team based at various partner organisations to ensure they are meeting agreed objectives to agreed timelines
- Develop and oversee delivery of strategies to increase knowledge about the service and use of the service
- Develop and oversee delivery of strategies to improve the quality of the service for those who use it
- Develop and oversee delivery of sustainability and fundraising plans for the service
- Increase the profile and visibility of On Your Side particularly among key stakeholders in policy and funding spaces
- Line manage On Your Side team members based at Protection Approaches
- Represent the service at high level meetings, at conferences, at events, and in the media
- Build networks across the hate crime prevention, reporting and support sectors
- Organise and chair meetings with partners, stakeholders, and external consultative groups
- Improve and oversee implementation of monitoring and evaluation processes
- Lead on liaising with and reporting to funders
- Commission and liaise with external contractors to deliver services
- Oversee the public release of anonymised aggregated data recorded by the service
- Oversee communications including signing off social media, website, and other communications copy, writing press releases, and writing opinion pieces
- Anticipate where problems may emerge and work with partners to solve those problems
- Oversee research on hate crime prevention and hate crime reporting
- Work closely with the Protection Approaches Executive team in developing Protection Approaches organisational strategies
- Work with the Protection Approaches Exec team on organisational management including undertaking staff reviews, office management, and reporting to the Board

What we're looking for

Experience 4+ years experience of project management including delivering to tight deadlines, reporting, managing budgets, coordinating with project partners, and M&E	Experience Experience of representing an organisation or programme in high profile spaces such as at conferences, in media, and/or at high level meetings and events	Experience Experience of working with and coordinating partnerships including a range of stakeholders such as community partners, donors, policy makers, NGOs, researchers
Experience Line managing team members ensuring they have the support necessary to achieve project outcomes and outputs to a high standard	Skill Ability to chair or facilitate interactive meetings, workshop and events with clear outcomes	Personal quality Willingness to take responsibility for ensuring successful delivery of this vital service which may occasionally mean working longer hours or experiencing a stressful workload
Knowledge Deep understanding of and sensitivity to complex power dynamics, intersectional approaches to service development and working with partners	Knowledge Deep understanding of issues faced by East and Southeast Asian communities and community members in the UK	Knowledge Knowledge of hate crime legislation and hate crime reporting in England and Wales, Scotland and /or Northern Ireland

Working at Protection Approaches

Protection Approaches is a London based charity established in 2014 to prevent all forms of identity-based violence In the UK, and around the world.

We know that the very nature of our work can sometimes mean additional demands on our team that would not be found in other sectors. Through the work we do, we all come into contact, often daily, with those who have experienced identity-based violence. Additionally, the responsibility we have to those communities we work with and the importance of the work we do can sometimes mean longer hours or stressful workloads. As an organisation we are constantly trying to improve the ways we ensure wellbeing of our team. While there will always be more we can learn we have a series of measures in place to try and support our team do this difficult but vital work:

Flexi hours - all staff members at Protection Approaches work flexible working hours allowing them to better plan their workload as well as make time for the things they need to do outside of work

Employee assistance programme - all staff member have access to a free employee assistance programme including a 24/7 helpline with trained operators able to help and advise with any issue you are facing, including referring you and/or your family to free counselling services.

Wellbeing micro grants - all staff members have access to £150 to spend on wellbeing such as music lessons, massages, gym classes, counselling or whatever makes sense for them.

Duvet days - all staff are entitled to take 'duvet days', which are unscheduled day's leave from work, taken to alleviate stress or pressure, and that do not count against your holiday days or sick days.

To Apply

Candidates to submit the following via email no later than 11.59pm Sunday 16th April.

1. The application cover form that can be found [here](#)
2. Answers to the three questions below. These can be submitted as written answers or as a voice recording. Answers should be no more than 300 words per question
 - i. What is your experience of managing projects and/or teams?
 - ii. Why would you make a good representative of On Your Side at conferences, meetings, events an/or in the media?
 - iii. What is your knowledge of issues related to East and Southeast Asian experiences of Hate Crime and/or racism or of hate crime reporting and victim support?

Applications are to be sent to Kimi via email: Kimi.Jolly@protectionapproaches.org. Please do not send your CV at this stage.

Selection Process

This is a 'blind' recruitment process. This means that when long-listing and short-listing those who are assessing the applications will not be aware of the names of the candidates or other personal information

- All applicants will be informed of the outcome of their application
- Short listed candidates will be invited to interview weeks of 17th and 24th April
- All short– listed candidates will be informed of the outcome of their interview

Shortlisting will be based on your answers to the three questions above.

We particularly want to encourage people who might think twice before applying, including those from minority ethnic groups, LGBTQI+ applicants, applicants with disabilities, and anyone whose talent and experience might not be reflected in paid professional roles and formal qualifications. We hope to attract applications from those with relevant experience in a local, national or international settings.

If you have questions about the role or application process contact Andy Fearn at Andy.fearn@protectionapproaches.org or 07590041949