



**City of Sanctuary
Sheffield**

Creating a Culture of Welcome

Deputy Director – Head of System Navigation Services

Job Description and Person Specification

The 'Deputy Director – Head of System Navigation Services' will be responsible for developing exceptional services to help people seeking sanctuary navigate the systems they are forced to exist in and delivering these in solidarity with those seeking sanctuary. These System Navigation Services are The Sanctuary, The Drop-In, The Sheffield Project for Refugee Integration and Growth (SPRING), and our Volunteering Team that supports all of our work.

The Deputy Director will also contribute to overall organisational leadership; supporting the day-to-day leadership of the organisation and driving agile and impactful plans for future development.

About the Organisation

City of Sanctuary Sheffield (CoSS) is an independent charity working in solidarity with people seeking sanctuary. Our vision is for Sheffield to be a place of safety and welcome for people seeking sanctuary.

Key Details

Period of Contract: This is a permanent contract

Hours of work: Part time – 0.8 FTE (28 hours a week)

Pay: Band A; NJC Spine Point 32; 2025-26 - £42,839 (1.0 FTE); £34,271 (0.8 FT)

Pension: 8%

Based: Sheffield City Centre

Holiday: 20.8 days per year, plus public holidays and time between Christmas and New Year

Location: The Sanctuary, 37-39 Chapel Walk, S1 2PD

Contract: Part-time; Permanent

Reports to: Executive Director

Line manages: Coordinator and Management Level Staff involved in System Navigation Services – Welcoming Spaces Manager, SPRING Delivery and Advocacy Manager, Volunteer Coordinator

Key Duties and Responsibilities

Managing System Navigation Services at City of Sanctuary Sheffield

- *Oversee the design, implementation and continuous improvement of frontline System Navigation services at CoSS, ensuring they meet the highest standards of quality and safeguarding.*
- *Ensure service delivery remains person-centred, culturally competent, trauma-informed, and responsive to emerging needs.*
- *Managing manager and coordinator level staff in our system navigation services*
- *Attending strategic meetings related to critical collaboration/partnership working, such as SPRING*
- *Overseeing safeguarding within CoSS (including acting as one of the two Designated Safeguarding Leads for staff, volunteers and our wider community)*

Strategic Organisational Leadership

- *Contributing to driving agile and impactful plans for future development*
- *Building and nurturing a culture of care – for our work, for each other, and for ourselves – so the team can thrive and stay healthy in the long term.*
- *Communicating our vision, purpose and role clearly and confidently to staff, partners and the wider sector.*
- *Working with the Executive Director to plan and lead staff meetings, away days and wellbeing days.*

Monitoring and Evaluation

- *Ensuring we have simple, effective systems for collecting, analysing and using data across all system navigation services.*
- *Ensure that learning from frontline work, community insights and lived experience is built into organisational decision-making.*
- *Oversee the production of high-quality impact reports for all system navigation services for the Board, funders and partners, ensuring information is accurate, meaningful and accessible.*
- *Delivering bi-monthly reporting to the board on all system navigation services.*

Fundraising and Finance

- *Managing grants linked to our system navigation services – including overseeing the administration and building strong relationships with funders.*
- *Delivering grant evaluations as required*
- *Assisting with budget planning, and monitoring spending against budget for system navigation services.*
- *Contribute to driving the fundraising work of CoSS in partnership with the Executive Director*

People Management and HR

For the roles managed by the Deputy Director (and those managed by their manages):

- Line manage all roles in line with the culture of City of Sanctuary Sheffield
- Lead on all recruitment
- Address performance management issues if and when they arise
- Contribute to organisational policy development alongside the board of trustees in key areas that impact our System Navigation Services.

Administration

- Perform their own personal administration in the role, including their own diary management

Additional Duties

- Work alongside the rest of the CoSS team, to ensure the smooth-running of The Sanctuary, our unique welcome centre for people seeking sanctuary.
- Deputise for the Executive Director as required
- The context of our work is constantly changing. Additional duties that reflect the changing needs of the organisation may be required.

Person Specification

Skills and Experience

	Essential	Desirable	Highly Desirable
Managing System Navigation Services			
Experience of developing a service already, including adding and enriching existing provision and developing the “offer” of an existing service	x		
Ability to connect programmatic delivery with policy and systemic analysis, and develop responses to operating context accordingly	x		
Knowledge of safeguarding principles, including experience acting as a safeguarding lead or supporting safeguarding decision-making.	x		
Strong ability to delegate effectively while maintaining oversight and accountability	x		
People Management and HR			
Experience of effective and thoughtful management of staff	x		
Experience with designing and supporting their own and colleagues’ continuing professional development	x		
Experience with handling poor performance from people in their line management chain			x
Experience of conducting effective recruitment and onboarding			x
Strategic Organisational Leadership			

Experience of a leadership role in an organisation delivering complex work in a fast moving environment			X
Experience of and/or the ability to contribute to organisational strategy and future planning	X		
Ability to articulate vision and purpose in a way that brings people on board.	X		
Monitoring and Evaluation			
Ability to develop and strengthen data collection practice and analysis	X		
Experience writing high-quality impact reports for boards, funders or partners.			X
Strong organisational skills with the ability to manage reporting cycles and deadlines.	X		
A reflective, analytical approach to data review	X		
Fundraising and Finance			
Experience supporting budget planning and monitoring programme expenditure			X
Ability to prepare grant reports/evaluations	X		
Ability to build and maintain productive relationships with funders.	X		
Administration and Self Management			
Administrative skills in line with being able to manage inbox, basic HR compliance procedures and other, similar standard administration tasks for comparable roles	X		
Ability to work independently, prioritise competing tasks and maintain attention to detail.	X		
Additional desirable criteria			
Lived experience of migration, asylum or forced displacement		X	
Fluency in a language spoken by a significant proportion of our CoSS community		X	
Knowledge of wider migration justice sector across Sheffield and the UK		X	
Existing knowledge of funding landscape for organisations like CoSS		X	

Personal Qualities

Essential Personal Qualities			
A clear "heart for the work": a deep commitment to migration justice, and the ethos of City of Sanctuary Sheffield	X		
Calm, grounded and solution-focused approach to problem-solving	X		
High emotional intelligence, empathy and ability to work sensitively with people who have experienced trauma.	X		
Ability to hold boundaries, make defensible decisions and manage risk	X		
Comfortable working in community and in dynamic, fast-changing environments.	X		

<i>Strong communication skills – written and verbal – with the ability to explain complex issues clearly.</i>	x		
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