

**The British Institute
of Human Rights**



**SENIOR
MANAGER
DELIVERY TEAM
(MATERNITY COVER)
APPLICATION PACK**

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About this application pack

Thank you for your interest in the role of Senior Manager for our Delivery Team at The British Institute of Human Rights (BIHR). This pack contains full details of the role, of the person we are looking for, of our application procedure and of our selection process. To maximise your chances of making a successful application and being invited to interview, please do read through this pack carefully.

A WELCOME FROM SANCHITA, OUR CEO



Thank you for your interest in the role Senior Manager at the British Institute of Human Rights (BIHR). This is a fixed term contract to provide management for our talented Delivery Team, spanning human rights programmes, information and communications, and policy. This is a maternity cover appointment, and we're excited to bring in a new colleague whose management experience can support our small and mighty team and provide you with a welcoming environment focused on doing impactful work.

BIHR is an independent charity focused on supporting change through the positive and practical use of our Human Rights Act (HRA). Each year we work with over 3,000 people directly, including individuals, community groups, public officials in a range of public bodies, and policy makers and parliamentarians. It is an exciting time to join us and put your management skills to great use!

Nationally, we have been at the forefront of working with civil society to grow support for our HRA, and to defeat the Rights Removal Bill which would have scrapped our law and reduced the protections and benefits it brings to us all. We have stepped up our programmes work with funded projects providing free HRA support directly to community groups across the UK. This is alongside our work with public bodies to directly increase their staff capacity to know and implement their human rights duties. We work across a range of public bodies, including children's mental health services, the housing ombudsman, local to county councils, safeguarding boards and more. The demand for our practical human rights support keeps us busy and engaged in many areas; there is never a dull day! As our Senior Manager, you will have a key role in operationally supporting the team to delivery this work, and strategically you will be focused on growing our position as the go to organisation for enabling human rights practice across the UK.

You will join us following the outcome of the 2024 General Election, supporting the team to implement our policy strategy in that new context. We take an innovative approach to policy work combining our HRA expertise and being experience-informed through our work across health, care, housing, welfare, education, and more, which informs our approach to policy. Whether it is working with networks and coalitions across civil society or bringing this oft-unheard

evidence into national debates and decision-making, you will ensure our policy strategy is implemented by BIHR's Team.

We're looking for a senior colleague who has a proven track record of managing a small, busy, dynamic team who are specialists in their field. You will be someone who understands how to empower people to deliver their work, who encourages reflection and accountability, and who can enable problem-solving and creative thinking within BIHR's specific mission and approach. This will be matched by excellent organisational and planning skills, to keep abreast of the varied work of the team, identify connections, and opportunities, and troubleshoot any potential issues. You will be a strategic thinker, able to maintain and develop internal and external relationships. As a member of our Senior Management Team, you will generate mission-achieving contracts, commissions and consultancies for our human rights practice work.

You do not need to have human rights expertise; our Delivery Team are appointed as subject matter experts. Your operational management and strategic thinking is more important. But like everyone at BIHR you do need to believe in our mission, championing our work with both rights holders and duty bearers to practically implement the HRA in everyday life, beyond courts, to achieve real and meaningful change.

We look forward to hearing from you!

Sanchita Hosali
CEO, British Institute of Human Rights

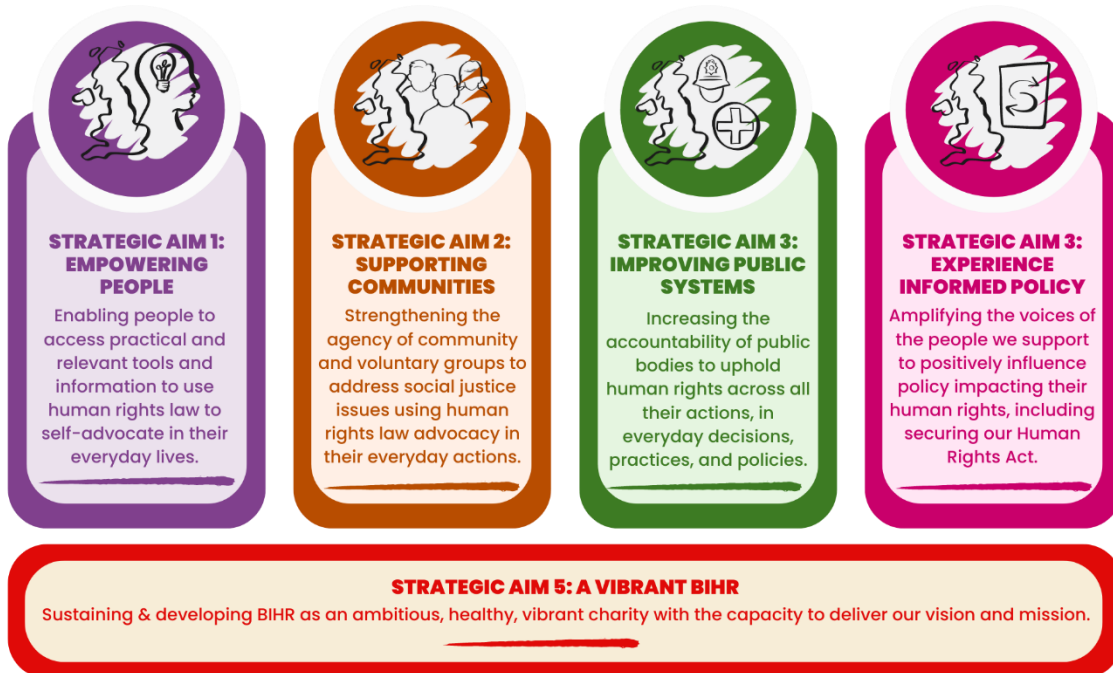
ABOUT BIHR

The British Institute of Human Rights (BIHR) is a UK-wide charity whose **mission** is to support people and organisations to use human rights advocacy and approaches to achieve positive social change.

Our **vision** is of a strong and just society, in which all people can live well and flourish, safe in the knowledge that their human rights are respected, protected, and fulfilled in their local communities and nationally.

We specifically work with the UK's **Human Rights Act** to understand and apply human rights and help people achieve this change.

Our [model of supporting positive change](#) is about



Our model of change is through the practical use of human rights works with both rights holders and their groups, i.e. people and communities, and duty bearers with the legal obligations to uphold those rights, i.e. public bodies.

Our history and what we do now

BIHR has a long history, having been initially established as The Human Rights Trust in 1970, later becoming the British Institute of Human Rights (BIHR). In this

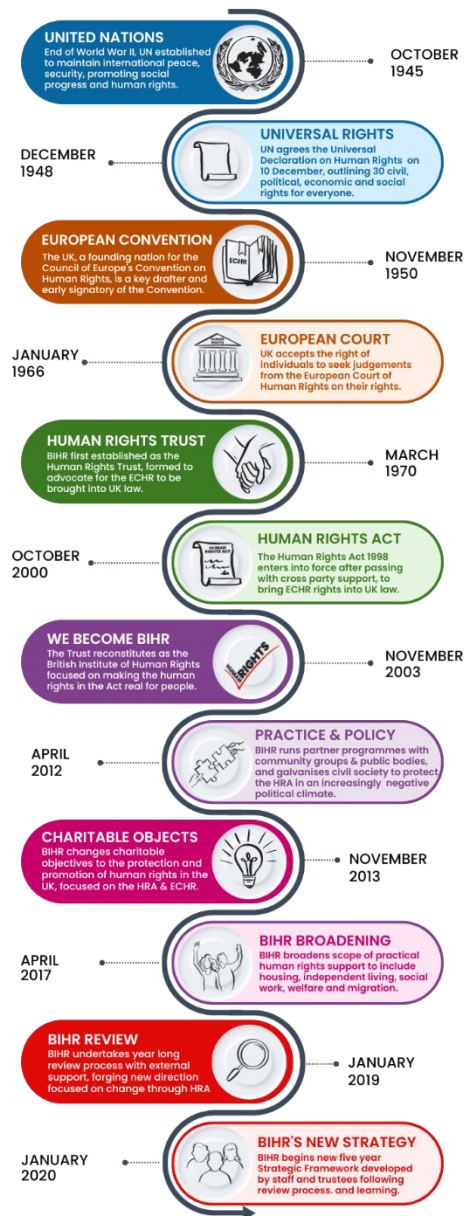
time, we have achieved much, and transformed considerably. Our founders focused on bringing the fundamental protections in the European Convention of Human Rights (ECHR) into UK law, so people could benefit from their rights at home, and not solely by taking cases to the European Court of Human Rights. The passing of the Human Rights Act (HRA) in 1998 brought these rights home, with two key aims, to:

1. enable people to bring human rights cases in the UK courts; and
2. help create a culture of respect for human rights.

A culture of respect is fundamental for every person, in their everyday life. The legal duties imposed by our HRA require that when people seek access to housing, healthcare, social care, education, etc. the officials involved uphold people's human rights. Essentially human rights should be the reference point for every person's dealings with those who hold public power.

For the last 20 years BIHR has developed a unique expertise in supporting both those with human rights and those with legal duties to uphold those rights, to realise the potential of the law to transform the relationship between people and power in their everyday lives. Our current Strategic Framework is rooted in this history. Through it we seek to make the best use of BIHR's expertise, experience, evidence, relationships, and passion to work at the local and national level to achieve social justice through everyday use of human rights.

Why we work with human rights duty bearers, as well as rights holders: Our work with public bodies shows us that staff want to achieve the best possible outcomes for the people they support, although they are often facing tough decisions, tight time and budgetary constraints, and a complex maze of laws and regulations. Our HRA provides a legal framework that requires public bodies to uphold people's human rights whenever possible. Equipping staff with the knowledge, confidence, and legal framework they need to back up rights-respecting decisions can help give them the courage to focus on people's rights



whilst also balancing risks, to achieve better outcomes for people accessing services. It is vital that all our staff appreciate this aspect of our change model. The Senior Manager has a leading role in championing how we work on change with both rights holders and duty-bearers.

What we do not do

It is important to be clear about what we do not do. We do not offer legal advice, case work support, or represent clients.

We are not a campaign group. We may use campaigning as a tool, to support our policy work, subject to directions from our Trustee Board, and primarily focused on securing the HRA, and where relevant the ECHR. We do not campaign for changes to human rights law beyond the Human Rights Act and, where relevant, the ECHR. Across our practical and policy work we are rooted in human rights law as it stands in the HRA/ECHR; we do not go beyond this in our work.

We do not use the term human rights in a general way. We use it specifically to mean the rights, duties and legal framework as set out in the HRA.

What we mean by human rights in people's everyday lives

Ensuring people are treated with dignity and respect by those with public power underpins our commitment to putting universal human rights at the heart of people's everyday experiences across the UK. We use the power of our domestic legislation, the Human Rights Act (HRA), to make this happen.

The HRA brings protections from the European Convention on Human Rights (ECHR) into UK law, creating domestic legal duties to secure the implementation of people's rights. This runs alongside additional levels of protection interwoven into the devolution arrangements in Scotland, Wales, and Northern Ireland.

Traditionally these have been seen as civil and political human rights. However, as the European Court of Human Rights has itself noted: "The mere fact that an interpretation of the Convention may extend into the sphere of social and economic rights should not be a decisive factor against such an interpretation; there is no watertight division separating that sphere from the field covered by the Convention."

Most of BIHR's practical human rights work focuses in areas traditionally seen as economic and social rights, such as health, housing, education, care provision and social support. We believe the potential of the HRA to enable people to flourish across all aspects of their lives has not yet been realised.

We are committed to enabling people to make best use of their protections and the duties of public officials under the HRA, using this legal framework to bring about social change beyond the courtrooms. Through our work we demonstrate the value of human rights for people in their everyday lives. This also develops a unique evidence base to show why the HRA – both rights and duties – are important for us all, and vital to a modern democracy.

BIHR as a charity

BIHR is a charity registered in England and Wales (1101575). This means we are regulated by the Charity Commission and must comply with Charity Law. This includes the requirements that we do not exist for a political purpose, that we are not partisan or party political, and that we only campaign insofar as it furthers our charitable objectives. We are not a campaign group.

Our charitable objectives are to promote human rights as set out in human rights laws, primarily the Human Rights Act within the UK (and the European Convention on Human Rights in relation to the UK). We do not work on international human rights laws in the UK, internationally or on human rights in other countries.

BIHR is governed by a [Board of Trustees](#). The Trustees delegate the running of BIHR to the CEO, Sanchita Hosali, who leads our talented [staff team](#). We are a small, busy team, committed to the work we do, and to maintaining a positive and supportive team environment.

ABOUT THE ROLE

This is a temporary role to provide senior programme and people management for our team at the British Institute of Human Rights (BIHR). This role is fixed term during our Head of Policy and Programme’s maternity leave. BIHR is made up of a talented and experienced Delivery Team who are Human Rights Act (HRA) practice specialists. For this post we are looking for an excellent manager, committed to supporting a small, busy, expert team to deliver Human Rights Act (HRA) practice, communications and policy work. Your operational management and strategic thinking are the primary skills and experience needed. You do not need to be a subject expert in the HRA; that is the job of our Delivery Team. You must however, like all of BIHR’s team, be a champion for our work and bring the skills, knowledge and experience needed to support our team in the planning and delivery of BIHR’s objectives. This is an exciting role for someone with established management experience in the charity/voluntary sector, with a keen interest in UK human rights.

Key information about the role

Job title:	Senior Manager Delivery Team (Maternity Cover)
Reports to:	CEO
SMT:	Yes, this role is a member of the SMT
Line Manages:	<ul style="list-style-type: none"> • Programmes and Policy Lead x 1 • Senior Human Rights Officers x 2 • Human Rights Officers x 2 • Communications & Public Affairs Officer x 1
Salary:	Fixed point at £45,000 pa, pro rata
Contract:	<ul style="list-style-type: none"> • Initially 10 months, potentially up to 12 months, fixed term contract. • Reduced 3-month probationary period. • All positions are subject to funding.
Working Hours:	<ul style="list-style-type: none"> • Part-time: 3 or 4 days a week worked Monday – Friday. (Monday is a required day). • We are open to either 0.6 or 0.8 FTE. • TOIL policy operates for out of hours work for events, travel and/or overnight stays that are required.

Location:	<ul style="list-style-type: none"> • This is an almost entirely remote role, primarily working from home (equipment provided). • Each staff member has access to a quarterly budget to book their own flexible desk space in line with our policy. • All staff attend the monthly face-to-face meeting in London. • The role may involve work that requires in-person meetings for programmes or attendance at policy meetings. Where this is needed travel, accommodation and subsistence are arranged by BIHR.
Leave:	26 days annual leave per year (pro rata) plus bank holidays.
Pension:	Auto-enrolment scheme (after 3-months) with 5% employer contribution (min 3% employee contribution)
Benefits:	<ul style="list-style-type: none"> • Occupational sick pay (after probationary period). • Decompression time for staff delivering services, particularly relevant for this role. • A range of paid leave, including maternity and paternity, emergency, and dependent leave. • Flexitime. • Monthly wellbeing time. • Office closure between Christmas and New Year.

Reporting Structure

This is a Senior Manager role for our Delivery Team of HRA specialists. The Delivery Team has a range of experience across advocacy, social work and welfare, casework, community support and education. They bring expertise of working on human rights with a range of people and a range of (often intersecting) issues including disability, mental health, mental capacity, neurodiversity, older people, young people, women experiencing violence, welfare benefits, migrants, people seeking asylum and trafficking victims, and more. The Delivery Team Senior Manager's direct reports are:

- Programmes and Policy Lead x 1
- Senior Human Rights Officers x 2
- Human Rights Officers x 2
- Communications & Public Affairs Officer x 1

This role is primarily accountable for people and project management. You will be responsible for ensuring continuity of the BIHR's Delivery Team management and supervisions across the whole team, as well as group supervisions with the mini-teams. See "Our approach to management" below for more information.

You will work closely with the Programmes and Policy Lead, who holds BIHR subject matter expertise on our model of work using the HRA. The PPL will usually lead on advice around HRA content and BIHR's approach to specific types of work, sectors and issues.

First review and sign-off of BIHR training or policy outputs will sit with the PPL. Where strategic review is needed this will sit with you and/or the CEO, which they will determine together. This could include materials on new or clearly challenging programmes, new external content for websites or resources, and policy outputs. BIHR's CEO is a subject matter expert and has final oversight of any outputs that may raise HRA concerns or risks for BIHR.

Organisational chart and management approach

Our approach to line management, which focuses on empowering the team to deliver their work and perform to their best abilities, includes:

- Regular short 121s
- Regular longer-term supervisions
- Annual appraisals, with check-ins throughout the year as needed.

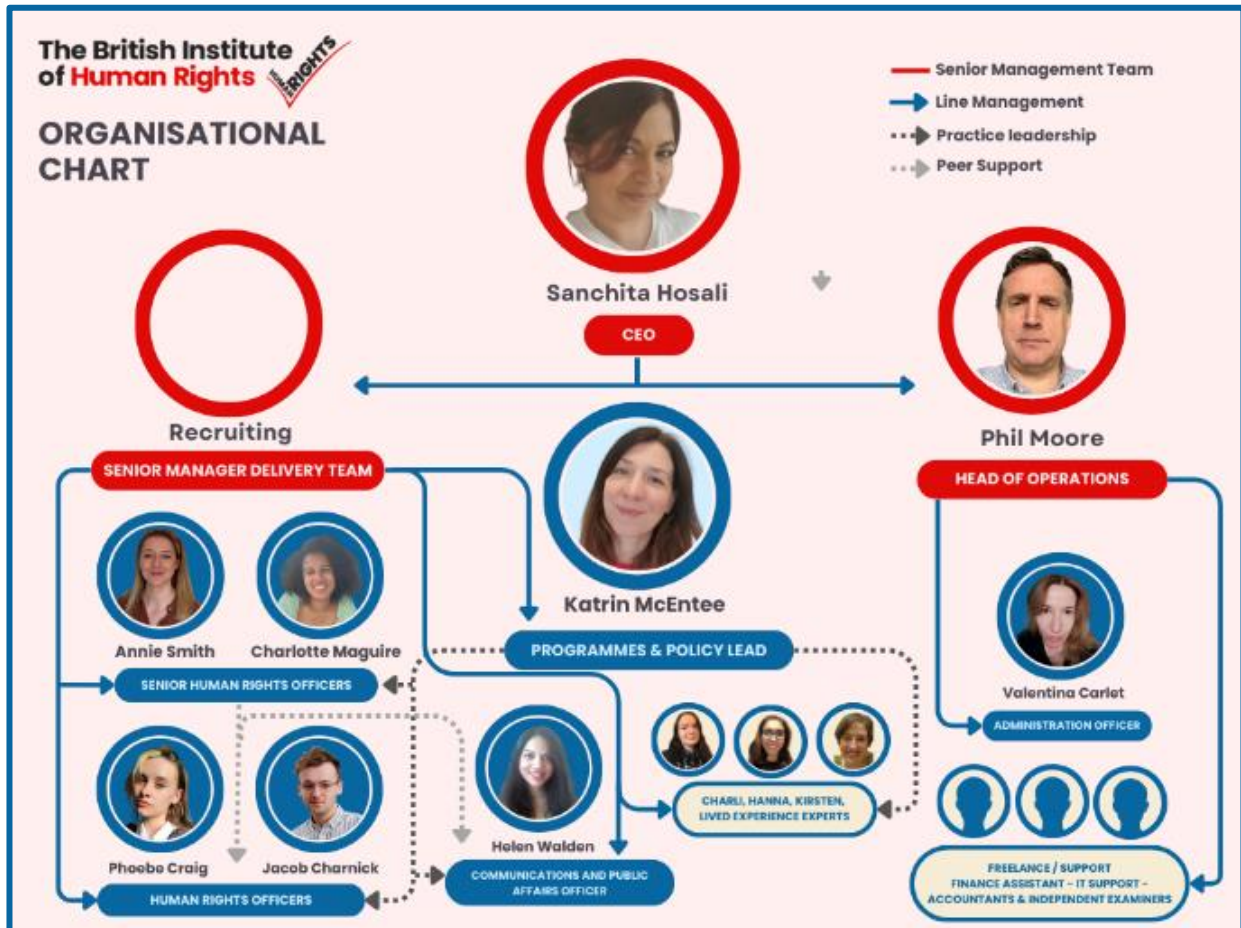
Our approach to mini-team supervisions includes the following processes, which are focused on accountability and action:

- Regular joint meetings with the Senior members of the Delivery Team
- Regular meetings with the HROs team
- Regular team ops meetings with the Delivery and Operational teams.

Our approach to project management includes the following processes, which are focused on accountability and action:

- Scheduling and allocation of work across the Delivery Team
- Overseeing the set up and use of MS Planner for the delivery of work
- Quarterly reviews for each programme

- Additional budget review for restricted funded programmes, where needed.
- Regular policy mini-team meetings and review of the plan implementation



Who is the role suitable for?

As with all our roles, a deep commitment to realising the HRA’s aim of supporting a culture of respect for human rights in the UK, and BIHR’s model to support practical use of the HRA outside the courts, is essential. You do not need to be an HRA expert; our delivery team have the relevant knowledge, supported by monthly legal sessions for the whole team.

What we are looking for is a great manager committed to supporting a busy team working across practice and policy to deliver their best. You will need to be an excellent communicator, able to build effective internal and external

relationships. You will have the confidence to bring people together, and to be assertive, when needed, to keep on track with BIHR's mission and Strategy. Planning and organisational skills are a must to enable the team to deliver.

A strategic thinker, you'll be keen to contribute to our Senior Management Team (SMT) and bring your reflective skills to the delivery team to learn from our experiences and develop. You'll have a chance to use your entrepreneurial flair, and be able to spot opportunities to develop our work, especially our consultancy and fundraising work.



You'll be a self-starter and able to motivate yourself and others. All our roles are remote-based, and we provide staff with a home equipment set-up, and look at any specific needs people may raise. There are some opportunities for in-person working; we have a monthly whole team face-to-face meeting and the role will have some opportunities to support in person training as well as policy and network meetings.







Whilst we work remotely, our organisational culture is not remote, and we all invest significant energy in building a team approach that allows us to work well with each other. It is important that all new staff appreciate this and are willing and able to work remotely and bring enthusiasm for developing good relationships with their colleagues. This is especially important for the Senior Manager role, which has a key focus in supporting the Delivery Team.

For full details of the experience, attributes, knowledge, and skills we are looking for, please see the Person Specification in this pack.

What can we offer you?

BIHR is a small but mighty team, with lots to offer:

-  Working in a small, supportive environment with a friendly team.
-  Mission-focused on making a practical, positive difference. Everyone is committed to delivering great work centred on the Human Rights Act and putting the power of its rights and duties into the hands of people, communities, public bodies and policy-makers across the UK.

-  The opportunity to contribute to innovative and unique work on human rights practice in the UK via excellent senior experience within charity sector.
-  Well thought-out and comprehensive internal policies and processes, focused on ensuring people know about their rights and expectations as employees, through to practical How To's across our delivery and operational work.
-  Learning and development opportunities. We have monthly internal sessions on the Human Rights Act, the opportunity to learn from our team's varied skill set and internal and external training relevant to our roles and responsibilities.
-  A range of employment-related benefits ranging from a variety of paid leave, a generous annual leave and office closure package, recognition of the need for wellbeing and decompression time, and a comprehensive, confidential Employee Assistance Programme.
-  Monthly in person meetings, focused on team development and sharing, with a team lunch, and a summer and winter social.
-  Excellent remote working set up plus a quarterly budget for your own flexi-desk as suits.

ROLE RESPONSIBILITIES

- Internal and external advocate for BIHR’s approach of implementing the Human Rights Act (HRA) beyond the courts, working with people, communities, public bodies and policymakers to support positive, practical change.
- Provide high quality and effective line management of the Delivery Team who work on our HRA practice, informational, and policy work, maintaining high standards of conduct and performance.
- Ensure the Delivery Team are managed, valued and developed, in with our supervision and appraisal processes, and supported to meet the competency framework for their roles.
- Championing BIHR’s internal model of practice leadership working with the Programmes and Policy Lead, and peer support working with the Senior Human Rights Officer Team.
- Working with the Programmes and Policy Lead to ensure the high quality of the Delivery Team’s outputs on the HRA combining BIHR’s legal expertise and practical application and lived experience expertise.
- Showing strategic leadership by identifying where there may be opportunities or risks to BIHR in the Delivery Team’s work, and proactively seeking the advice of the CEO when needed.
- Assigning delivery work across the team ensuring a fair balance between staff member’s expertise and lead areas and the ability to develop new skills and experience (done quarterly).
- Support excellent team communication in a mostly remote organisation, keeping morale up, anticipating and preventing issues, and responding effectively to any potential conflict in line with relevant policies and procedures.
- Promote and encourage reflective practice across the Delivery Team.
- As part of the Senior Management Team (SMT) contribute to the overall leadership of BIHR, through regular meetings and strategic decision-making.

- As part of the SMT lead by example in modelling the implementation of BIHR's mission, strategy and charitable purposes across all your work and ensure the Delivery Team does so.
- Generating income, primarily through identifying training, contract and consultancy opportunities, with a key focus on sustaining our work with the public sector.
- Supporting and leading on grant funding applications with the CEO.
- Senior representative and spokesperson for BIHR at external events, deputising for the CEO, and drawing on the expertise of the Delivery Team where needed.
- Undertake any other reasonable requirements of the organisation as requested by the CEO, HPP or other member of the SMT.

PERSON SPECIFICATION

Essential attributes, knowledge, skills and experience

- A “can-do” attitude, enthusiastic person, who is a strong internal and external communicator.
- An understanding of the importance of equality and non-discrimination for BIHR’s work, as set out specifically in the HRA and Equality Act as they currently stand.
- Strong management skills supporting a busy and dynamic Delivery Team of specialists in a small charity setting.
- Strategic thinker who can bridge the operational management of a team and the organisational strategy and priorities.
- Highly organised with excellent planning and problem solving skills and the ability to support the team’s plans – we are a busy, dynamic team working in multiple ways, so planning, monitoring, and empowering the team to solve problems are vital.
- Excellent internal and external relationship management skills, with the ability to hit the ground running for client, sector networks, and funder relationships.
- Ability to follow and champion internal policies, procedures and processes and support the team to do this.
- A genuine commitment to the Human Rights Act, BIHR and our approach – you do not have to be a legal expert, but you do need to champion our approach of working with both rights bearers and duty holders, of being honest and accurate about the HRA and balancing competing rights, and the focus on the practical implementation of the HRA outside of the courtrooms.
- Excellent IT skills and confidence, particularly using MS Teams, Outlook, Planner, PowerPoint, Word and Excel, leading by example with the team.

- Experience of charitable income generation either through development of consultancies and consultancies or grant funding with trusts and foundations.
- Experience of working with or in community groups in the UK. BIHR runs a number of programmes supporting community groups to use the HRA as an advocacy and change tool. It is important that you understand the opportunities, complexities and risks of working with community groups.
- Experience of working with or in public bodies in the UK. BIHR runs important learning, development, and practice leads programmes on the HRA to support bodies to be accountable for their legal duties under the law. It is important that you understand the opportunities, complexities and risks of working with public bodies.
- A demonstrable commitment to working in the charity sector, and in particular focused on working for positive change by implementing the current law.

Desirable

- Knowledge or experience of health, social care, social work, housing or education in the UK. These are the primary areas of BIHR's human rights practice work, which informs our policy work.
- Experience of being on a Senior Management Team is useful, but not essential if you have excellent management experience.
- Experience similar to BIHR's practice based work focused on building the capacity / knowledge of others to use legal frameworks in their everyday work and lives.
- Experience of co-production and/or working with lived experience experts in development and delivery work.
- Knowledge of the Human Rights Act would be a bonus, but is not essential as the Delivery Team are subject matter experts.

HOW TO APPLY

General instructions

- You can [find all the documents to apply for this role on our website](#).
- Please read the Job Description and Person Specification carefully as showing how you meet the person specification is a vital part of the application.
- Please download the Application Form. Please read the application form carefully and complete it according to the instructions.
- Please send your completed application form to vacancy@bihr.org.uk.
- Please do not submit a CV and cover letter instead of using the application form; such applications will not be considered.
- Incomplete application forms will also not be considered.
- If you wish to, you may also submit the optional Equality and Diversity Form with your application form. As the form states, this will be separated from your application and remain anonymous. We ask applicants to complete this, if they choose, to help us understand who we are reaching; this is part of our legal duties under the Equality Act.

Deadline for applications

Completed applications must be received by 12 noon on Thursday 11 July 2024. We regret that late applications will not be considered.

Selection process

We operate a thorough selection process, based on various aspects of the role, to ensure that candidates can demonstrate their suitability, and that they get a good understanding of the nature of this position. The process consists of:

- An online interview with a panel with unseen questions (approx. 90 mins)
- A practical oral communication task (max 10 minutes) during the interview. (You will be given details of this in advance, so that you can prepare).
- A timed written task (max 60 minutes) which you will be asked to complete on the day of the interview. (You will not be given full details of this task in advance as it is intended to be an unseen task).

Where candidates are closely matched, we may also make use of Hogan Assessments to help assess suitability.

Interviews

Interviews will be online via Microsoft Teams, and you must be able to use this platform to attend interview. Interviews are likely to take place in week commencing 29th July 2024. We will let candidates know if they have been selected for interview by the latest Tuesday 23rd July 2024. If you have not heard from us by this date, you may assume that you have not been shortlisted on this occasion. We regret that, due to the number of applications we receive, it is not possible for us to respond to all applicants; only shortlisted candidates will be contacted.

Guaranteed Interview Scheme for disabled applicants

Please note: BIHR operates a Guaranteed Interview Scheme for disabled applicants who meet the minimum criteria for the role, which are set as 70% of the person specification essential criteria. The application form includes a tick box to be considered for this scheme. If you would like further information about our policy on this, please email us on vacancy@bihr.org.uk (marked "SM 2024 Guaranteed Interview Scheme" in the subject title).

Thank you for your interest in joining BIHR, we hope to welcome your application soon!