

CARE 4 CALAIS

Care4Calais is recruiting for an Operations Manager for a 12 month contract, based in our main distribution centre in Calais.

Reporting directly to Clare Moseley (our founder) this is an excellent opportunity to work for a great cause and gain international experience with the support and direction of someone who knows the workings of the charity inside out. Whilst this is a challenging position, you will be given a thorough induction, initially shadowing Clare through every aspect of the role on a 1-2-1 basis.

Since the demolition of the 'Jungle' Camp, refugees are now living destitute on the streets, have set up smaller camps, or been relocated to CAOs (French reception centres) where conditions are often poor. The complex logistics of ensuring the safety and wellbeing of these refugees remains one of our key challenges with aid needed in over 100 locations around France. Candidates will naturally need strong organisational skills, and have the temperament to make numerous important, and compassionate, decisions every day.

With a changing team of more than 4,000 volunteers assisting us in 2016, the relationships you build with your voluntary team leaders will be key to the success of this role. We have recruited some very strong team leaders who are highly valued and truly live our values.

The Operations Manager will be required to: co-ordinate operations and lead teams distributing aid to refugees in challenging situations; co-ordinate and motivate teams of volunteers; and manage warehouse operations and logistics.

The refugee crisis is politically controversial, and the debate and sensitivity around this often centres in, and heightens around, Calais. An awareness of the risks and consequences of public actions and statements by any Care4Calais personnel is therefore necessary.

Since the closure of the camp many aid organisations have left the region, meaning our work is more vital than ever.

Characteristics

The candidate needs to display clear leadership ability, with the capability to act with initiative and drive in a variety of situations. Requires a positive mental attitude with a warm friendly persona, who will be able to motivate and enable volunteers to complete challenging jobs over long hours in our warehouses and co-ordinate deliveries across the region and to Paris and beyond. Also needs to be aware of surroundings, risk

management and safety issues whilst working inside informal, illegal settlements on distributions of essential items and food to a wide range of cultural backgrounds. Is required to present a professional, respectful attitude towards police and other government authorities to enable Care4Calais to continue working in controlled areas.

Functions

Lead Distributions

Will be required to lead distributions of essential supplies and clothing, ensuring volunteer safety through calm confident leadership. Will be able to clearly brief volunteer teams on safety procedures and structured distributions within informal settlements. Will possess ability to assess threats and reduce tensions through appropriate body language and measured verbal communication with a variety of cultures and backgrounds. Will manage large volumes of data coming in from across centres ensuring a good knowledge of conditions across CAO's with support provided as appropriate.

Lead Warehouse Work

Will have the ability to motivate volunteers in warehouse operations, enabling a positive work environment and solving problems as they arise. Will be able to quickly train and brief volunteers in sorting and organising donations, ensuring quality checks and procedures are adhered to. Will have knowledge of or be open to learning basic warehouse management and storage procedures, recognising the importance of tidiness and maintaining order to enable quick access to resources.

Manage Volunteers

Will be capable of managing volunteer expectations, with respect to activities likely to be conducted, and the importance and relevance of these actions to the overall operations conducted by Care4Calais. Will have ability to challenge and motivate people to approach new situations whilst recognising individual limitations and difficulties. Will enable a good working environment by mediating volunteer differences and leading by example with acceptance of a range of attitudes, backgrounds and cultures, recognising that each volunteer has an ability to contribute if utilised in the right manner.

Secondary Desired Functions

Degree in appropriate field

3 years or more driving experience

Experience working in informal settlements or abroad

Experience working in volunteer organisations

Word processing and data entry skills

Note: the above represents a challenging role which will enable development and demonstration of high-level skills. Appropriate training and support will be provided.