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**Welsh Refugee Council**

**Job Description**

**Job Title:** Ukraine Manager

**Report to:** Head of Resettlement

**Salary £ 29.500 pa + 5% pension**

**Duration** Fixed Term ending March 2025

**Hours:**  35 hours per week plus extra- as required by the job.

**Location:** Cardiff (all-Wales post)

**Purpose of the Post**

Welsh Government has an existing contract with a Welsh Refugee Council-led consortium of third sector organisations to deliver advice and advocacy services to sanctuary seekers in Wales. the Ukraine crisis has led to thousands of additional sanctuary seekers arriving in Wales.

We have secured extra funding from the Welsh Government to provide help to Ukrainian arrivals with a range of queries or barriers in accessing support.

You will line manage a small team of staff and volunteers to deliver against our Strategy.

The ideal candidate will be:

* Able to work under pressure, to tight deadlines, and able to adapt priorities.
* Have excellent verbal and written skills- able to engage and ensure key points are communicated for maximum affect.
* Able to adapt service to meet stakeholder’ needs.
* Able to lead and develop the project with excellent people management skills, emotional intelligence, and leadership qualities.
* Able to inspire and motivate team members, ensuring they are empowered to be their best.
* Have knowledge of good practices with communications to increase engagement.

## Major Duties and Responsibilities

**Strategy**

* To develop the WRC’s provision to Ukrainian by enhancing and developing the process.
* To manage and support caseworkers to achieve WRC strategic objectives.
* Attendance and participation in management meetings is required.

**Engagement**

* Engaging with local community groups, individuals, Hosts, charities, businesses, and the Welsh Refugee Coalition.
* Work closely with the Ukraine 3rd Sector Coordinator and Digital Campaigns and Engagement Officer to ensure messaging is shared across social media.
* Building on the momentum generated through the Ukraine Information Sessions, planning future events for relevant stakeholders.

**Project Management**

* Leading a small team, you will oversee and advise on the day-to-day delivery of these services. You will ensure services are delivered to the highest quality and will work to improve systems.
* Line management of new staff dedicated to this project, induction, training, appraisals, etc.
* Work with line managers to establish a set of goals and objectives to ensure WG milestones are met.
* Analyse and collect client data linked to Inform and reporting trends to relevant stakeholders.
* To work effectively with partner agencies to improve access to mainstream services and improve integration outcomes
* To establish project management meetings, to ensure progress against objectives are met.

**General**

* Act as onsite Duty Manager for the Cardiff Office, 1-2 days per week, in line with Duty Manager Rota.
* To carry out all duties in accordance with the principles of the WRC’s Confidentiality Policy and within agreed norms of impartiality and boundaries
* To carry out the job in accordance with the aims, core values and appropriate procedures of WRC
* To abide by and to work to WRC’s Equal Opportunities Policy always.

**Flexibility**

To deliver a service, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities. This job specification will be subject to periodic review with the post holder to ensure that it accurately reflects the duties of the job.

There will be a need for occasional travel across Wales including overnight stays as appropriate.

**PERSON SPECIFICATION**

**Job Title: Ukraine Manager**

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| **Quality** | **Essential Requirements**  | **Desirable requirements** |
| Education &Training | * Good standard of education including Management Training
* Knowledge of child protection and safeguarding issues and procedures

Understanding of conflict management * Knowledge of child protection and safeguarding issues and procedures
 | * Project management training
* OISC L2 or complete the exam within 6 months
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| Job Experience& Skills | **Experience** * Experience of working with disadvantage groups
* Strong background in leading and delivering services managing all resources and reporting

**Knowledge** * Knowledge and understanding of the asylum and resettlement process in the UK, issues affecting people seeking asylum and people with refugee status and of local refugee and asylum seeker provision in Wales

**Communication** * Excellent interpersonal skills and a professional demeanour which generates credibility, diplomacy and confidence amongst contractors, funders, board members and staff
* Excellent verbal and written communication skills, sufficient to provide advice in English, and to advocate and negotiate on behalf of clients
* Ability to absorb complex written and oral information

**Influencing*** Experience of and the ability to negotiate and work in partnership with service providers, both statutory and non-statutory
* Ability to prepare reports in a concise and engaging manner

**IT Knowledge** * Ability to be administratively self-sufficient, including working knowledge of IT packages and basic IT competence
 | * Lived experience of the asylum system and resettlement in the UK
* Able to speak a community language
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| Personalbehaviours | **Understanding** * Understanding of and empathy with people seeking asylum, resettled people and those with refugee status

**Leadership*** The ability to create a vision, translate it into strategy, goals and objectives and prioritise effort accordingly
* The ability to demonstrate leadership behaviors, to develop and recognise the contributions of others and deal with performance issues.
* Well organised with ability to work under pressure, priorities workloads and meet targets/deadlines
* Commitment to work over the standard 35 hours per week, as per the requirements of the role.

**Values** * A demonstrable commitment to equal opportunities, diversity, and human rights.
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