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**Welsh Refugee Council**

**Job Description**

**Job Title:** Move on Service Manager

**Report to:** Head of Resettlement

**Salary** £29,500 to £32,000 pa + 5% pension

 Depending on experience

**Duration** Fixed Term ending March 2024

**Hours** 35 hours per week

 Normal office hours are 9:00 to 5:00pm with 1 hr. for lunch. This role may involve some agreed occasional out of hours’ activity and very occasional working from other WRC offices.

**Location:** Main base is the Cardiff (all-Wales post) Working from home may be

offered 1 day pw.

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| **Annual benefits pro rata**: | * 27 days leave, increasing by 1 day per annum to a maximum of 30 days
* Up to 2 days paid volunteering leave
* Up to 3 days paid carers leave
* Up to 5 days paid study leave
* 5% pension
* Access to company paid counselling support.
* Staff led Wellbeing Group.
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**We are the Welsh Refugee Council**

You will be joining us at an exciting time in our journey, helping us and the sector to support those who are forced to seek safety. With over 33 years’ experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.

**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 and newly granted refugees in Wales.

You will line manage a small team of staff and volunteers across Wales 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

**Line management and support**

* 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.
* Manage and support Move on Service staff and volunteers across WRC offices

**Project management**

* Drive the work of the Move on Service, via regular partner and staff meetings, and analysis of progress to ensure all deliverables are achieved on time.
* Ensure all work is monitored and evaluated in line with Welsh Government and WRC requirements. This includes identifying areas of need and providing evidence base for policy work.
* Analyse and collect client data linked to Inform and reporting trends to relevant stakeholders
* Oversee the collection, collation and submission of monitoring and evaluation reports to the Welsh Government on behalf of the Welsh Refugee Council on a monthly and quarterly basis as and when required.
* Support Triage team to ensure full, timely and quality service delivery.
* Remain updated on relevant legislation, policy and practice and its impacts on people seeking sanctuary in Wales.
* Ensure caseworkers have timely access to the information and knowledge they need to advise and provide casework support to clients.
* Line management of new staff dedicated to this project, induction, training, appraisals, etc.

**Safeguarding**

* You will act as one of our Safeguarding leads ensuring our clients and staff are supported to feel safe.
* As a service manager you will ensure staff follow safeguarding policy and procedures, including escalation of cases and you will lead on casework reviews.

**Relationship building**

* Maintain strong working relationships with all partners across Wales and Welsh Government
* Build on the provision and partnership by identifying gaps and opportunities to respond to need.
* Develop and implement partnerships to support the delivery and development of the Move on Service
* To actively promote the Move on service in new dispersal areas in Wales.

**General**

* Act as onsite Duty Manager for the Cardiff and Newport Offices 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 the 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. Time of in Lieu will be given for this.

**PERSON SPECIFICATION**

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. Do not use sweeping statements such as ‘I can take initiative’, explain by way of examples what you did and how.

You may also want to evidence or reference some of the desirable criteria.

**Please note: Applicants that do not evidence how they meet the essential criteria will not be invited to interview.**

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| **Quality** | **Essential Requirements**  | **Desirable requirements** |
| Education &Training | * Good standard of education, with report writing experience.
* Management training
* Knowledge of child protection and safeguarding issues and procedures
* Understanding of conflict management
 | * Project management training
* OISC L2 or complete the exam within 6 months of training course.
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| Job Experience& Skills | **Project management** * 2 years demonstrable experience of project planning and management.

**Knowledge** * Relevant legislation, policy and practice and its impacts on people seeking sanctuary in Wales.
* Understanding of the refugee and broader voluntary sector in Wales.

**Leadership*** The ability to demonstrate leadership behaviors, to develop and recognize the contributions of others and deal with performance issues.
* Well organized with ability to work under pressure, priorities workloads and meet targets/deadlines

**Communication** * 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, analysis information and write reports that engage.

**Relationship building** * Considerable experience of managing and developing stakeholder relationships and partnerships to address unmet need.

**Influencing*** Experience of and the ability to negotiate and influence partners both statutory and non-statutory.

**IT Knowledge** * Ability to be administratively self-sufficient, including working knowledge of IT packages and basic IT competence
 | * Line management experience
* Lived experience of the asylum system and resettlement in the UK
* Able to speak a community language
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| Personalbehaviors | **Values** * A demonstrable commitment to equal opportunities, diversity, and human rights.
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**Diversity, Equity, and Inclusion**

We welcome and particularly encourage individuals who identify as LGBTQI+, differently abled, women from ethnic minorities, people from various economic backgrounds and people with lived experiences.

If you have lived experience as a refugee, we highly recommend you get in touch with our Education and Employability Officer who will be able to schedule a phone call to discuss British style interviews Chris@wrc.wales

Our approach to interviews is:

* We will ask questions about you- to understand your strengths.
* Our interview questions will be based around the Job Description and Person Specification.
* We will test key skills that are mentioned in the Job Spec.
* You will score higher- if you give us **examples** and explain what you did.
* You will receive the interview questions 1 hour before the interview- to provide you with reflection time.

**How to apply?**

Please complete our Application Form. Please note CVs will not be accepted

**Deadline for applications: 12pm at noon on Monday 11th September 2023**

**Please submit your application to** **recruitment@wrc.wales**

Applications received after this date, will not be accepted.

Please put the name of the job role in the subject heading of your email.

**Invites for interview will be sent by email, and interviews will be held Tuesday 19 September 2023.**