

**Welsh Refugee Council**

**Job Description**

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| **Job title:**  | Communications & Engagement Officer, Lived Experience  |
| **Reports to:**  | Head of Communications and Engagement |
| **Salary**   | £23,500 (salary will be pro-rata to 2 days per week, with a possibility of an additional day) |
| **Location:**  | We operate a hybrid working from home/office environment (Offices in Cardiff, Newport, and Swansea).  |
| **Term** | Contract to 31 March 2026 |
| **Hours:**  | 14 hrs/week. Normal office hours are between 9:00 am to 5:00 pm with some flexibility. This role may involve occasional weekend or evening work, agreed on in advance.  |
| **Benefits per annum (pro-rata):**  | * 27 days leave, increasing by 1 day per annum to a max 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 and support
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| **We are the Welsh Refugee Council**Recently named WCVA 2023 Organisation of the Year, we have been delivering urgent services to sanctuary seekers and refugees for 33 years. Founded by and for refugees, we are the leading refugee organisation in Wales, supporting some of the most vulnerable people in society—individuals and families who have made long, dangerous journeys to escape war, persecution, torture, or violence.Each year we help over 3,800 sanctuary seekers and refugees to build new futures through specialist advice, support, resettlement activities, and advocacy services. We support sanctuary seekers and refugees at the most critical points of their lives, and we empower them to have their voices heard.Our services include advice to navigate the complex UK asylum system, referrals to other organisations, support for those entering via the Global, Afghan and Syrian resettlement pathways, help accessing housing and services after a successful asylum claim, volunteering placements, education and employment support, English and Welsh language training, and supervised playgroups for families. We also advocate on behalf of sanctuary seekers with Welsh Government, using our research and frontline experience to raise awareness of issues and barriers facing people in the system and lobbying for legislative reform and increased investment. **Opportunity**As part of a small, busy, passionate Communications and Engagement Team, you will be contributing to the wider advocacy work of our organisation. Your role will be to recruit, train, lead, and support people with lived asylum seeker or refugee experience, helping them to hone their communication skills and to tell their own stories to educate and affect positive change. Lived experience matters for many reasons, not least of which is that only someone who has been through an experience understands the nuances and complexities of dealing with it. You will lead our outreach work with community groups and anchor institutions to inform and educate the public and private sectors on migration narratives. You will also help organise events with a range of partners and stakeholders.This is an exciting time to join the Welsh Refugee Council as we are improving our understanding of issues affecting refugees and how we can advocate to decision-makers and the wider public. You can play a part in making changes that will directly improve their lives. |

**Main Duties and Responsibilities**

**Community Change Makers**

* You will identify and recruit individuals with lived asylum seeker or refugee experience (Community Change Makers)
* You will train and empower these Community Change Makers to tell their stories and help deliver events and talks to funders, decision-makers, the media, and other audiences.
* You will support and lead the Community Change Makers including setting objectives, monitoring engagement and participation, and solving issues.

**Lived Experience and Myth-Busting**

* You will identify and help develop content and narratives to share stories, build a movement, and advocate for positive change.
* You will enable and support asylum seekers and refugees to share information with their communities and peers.
* You will help the Head of Communications and Engagement fight misinformation, correct negative stereotypes, and highlight success stories with the media and other audiences, with the aim of shifting public perceptions and reducing discrimination and harm against sanctuary seekers.

**Events and Engagement**

* You will lead or assist on organising, promoting, and delivering events for a variety of audiences alongside the Community Change Makers.
* You will create a dialogue space for community leaders, landlords, businesses, third sector, etc. to come together.

**The ideal candidate will:**

* Show empathy, sensitivity, tact, and warmth, as you will be working with people who have been forced to seek sanctuary.
* Have great listening skills.
* Be able to identify problems and find solutions
* Have strong written and verbal communication skills
* Be able to motivate and lead a team of volunteers
* Be personable and pro-active
* Be well-organized and have excellent time management skills
* Have the confidence to give presentations and deliver workshops to a variety of audiences

**Person Specification**

When completing your application, please ensure you provide **detailed, specific examples** of how you meet the essential criteria listed below. Your experience or examples do not have to come from a professional background. They could be from your own personal life, from a volunteer experience, or work with your community. You may also want to provide evidence for or refer to some of the desirable criteria.

**Applicants who cannot demonstrate that they meet the essential criteria will not be invited to interview.**

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| **Criteria**  | **Essential** | **Desirable** |
| **Experience** | * Lived experience as a refugee or a direct connection to refugee issues to bring added insight to our understanding.
* Experience leading and supporting small groups of people or experience of training and supporting volunteers.
* Experience working with people from diverse backgrounds (linguistic, religious, cultural).
* Experience building and managing relationships with community groups, local organisations, and other stakeholders.
* Experience organising events.
* Experience delivering content to a variety of audiences.
 | * Experience working with asylum seekers and refugees, or with people who have suffered trauma
* Experience training, empowering, and supporting people to tell their stories to the media or politicians.
* Experience working in a communications or stakeholder relations role.
* Experience writing and presenting reports.
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| **Knowledge** | * Knowledge of issues affecting asylum seekers and refugees in Wales and/or the UK.
* Knowledge of campaigning or community organising.
 | * Degree or certificate in communications, journalism, marketing, or a similar field.
* Knowledge of housing legislation in Wales.
* Knowledge of UK immigration policy and/or the UK benefits system.
* Knowledge of one or more refugee or asylum-seeking community groups in Wales.
* Knowledge of basic safeguarding procedures.
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| **Skills** | * Written and spoken fluency in English (a written test may be administered to evaluate this).
* Verbal proficiency in at least one of the following languages: Ukrainian, Arabic, Kurdish, Pashto, Farsi; or in another community language.
* Creating and editing documents in Microsoft Office (Word, Powerpoint, Excel)
* Ability to deliver presentations on a variety of topics.
* Ability to build rapport and influence others.
* Excellent coordination, delivery, and prioritisation skills.
* Ability to work on your own initiative.
 | * Welsh language proficiency
* Ability to create compelling campaigns and online content (e.g. via social media or infographics)
* Familiarity with WordPress or similar.
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| **Behaviours** | * Motivated to affect change.
* Ethical and tactful
* Able to work well within and across teams to inspire and motivate others.
* Analytical to draw out solutions and provide constructive feedback to improve practice
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**Diversity, Equity, and Inclusion**

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

If you have recently been accepted 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.hughes@wrc.wales.

Our approach to interviews:

* 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 knowledge and skills mentioned in the job specifications.
* you will score higher if you give us **specific examples** and **succinctly explain** what you did using the STAR method (Situation, Task, Approach, Results).
* you will receive the interview questions 1 hour before the interview to provide reflection time.

**How to apply**

Download our application form from our website and submit your application by **23:59 on December 15, 2023** to**recruitment@wrc.wales** **. Applications received after this date will not be accepted.** Please put the title of the job role in the subject heading of your email.

**Invitations for interviews will be sent by email within one week of the closing date. Interviews will likely be held the week of January 8, 2024.**