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| cid:image002.png@01D19B18.BF2071F0  **Welsh Refugee Council**  **Job Description** |

**Job Title:**  **Education and Employability Manager**

**Report to:** Head of Sanctuary and Refugee Services

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

Depending on experience

**Hours:** 35 hours per week usually around 9am to 5pm.

**Location:** Cardiff Office. The role requires occasional pan Wales travel.

**Terms:** Fixed term contract until 31 March 2026

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| **Annual benefits pro rata** | * 27 days leave pa. * Up to 2 days paid volunteering leave * Up to 3 days paid carers leave * 5% pension * Counselling hotline & up to 6 free counselling sessions per year via BHSF * Staff led Wellbeing Group |

**We are the Welsh Refugee Council**

Recently named WCVA 2023 Organisation of the year, we have been delivering urgent services to

sanctuary seekers for more than 34 years. Founded by and for sanctuary seekers and 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 navigating the complex UK asylum system, referrals to other

organisations, help accessing housing and services after a successful asylum claim, volunteering

placements, education and employment support, English and Welsh language training, supervised playgroups for families and support for those entering via the Global, Afghan, Ukraine and Syrian resettlement pathways.

We also advocate on behalf of sanctuary seekers with Welsh Government and the media, using our research and frontline experience to raise awareness of issues and barriers people face. We campaign for legislative reform and increased investment.

You can read our latest work on our website, news pages, and social media.

## Purpose of the post

* Take a lead role in the development and delivery of our education and employability project aimed at enhancing the skills, knowledge, and employment opportunities for refugees and asylum seekers in Wales.
* Collaborate closely with the Wales Sanctuary Seekers Project, Ukraine Project, Resettlement Team, Triage Team, Move On Project, Communications Team, and Fundraising Team to ensure seamless project implementation.

**The ideal candidate will:**

* Lead with confidence and encourage innovative thinking.
* Demonstrate a passion for refugee employment and advocate for their contributions to the Welsh economy.
* Communicate fluently and confidently in English.
* Tackle challenges with a solutions-oriented approach.
* Embrace feedback as an opportunity for growth, consistently striving to enhance and refine your skills.

## Main duties and responsibilities

**Strategy**

* To develop the WRC’s provision to Education and Employability by enhancing and developing the project.
* To manage and support Education and Employability officers, Volunteer Recruitment and Development Officer, and Volunteer Officer, and to achieve WRC strategic objectives.
* To attend and participate in the monthly management meetings.
* Strategically plan, budget for, and execute workshops, interviews, and events across Wales, catering to diverse audiences.

**Stakeholders Engagement**

* Engaging with local community groups, individuals, Hosts, charities, businesses, DWP work coaches and the Welsh Refugee Coalition.
* Establish and maintain strong relationships with educational institutions, employers, local authorities, and other relevant stakeholders.
* Collaborate with stakeholders to create pathways for educational advancement and employment opportunities.
* Forge strong relationships with migrant and refugee communities, ensuring their active participation and engagement throughout the project.
* Write blogs and create content for social media, effectively engaging our audience in the areas of education and employability.

**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 current and new staff dedicated to this project, induction, training, appraisals, etc.
* To provide training for staff and volunteers to enhance their skills and knowledge in education and employability.
* Work with line manager to establish a set of goals and objectives to ensure 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.
* Manage project budgets and ensure effective use of resources.
* Identify funding opportunities and contribute to grant writing and fundraising efforts.
* Produce regular reports for senior leadership, trustees and funders.
* To ensure compliance with funders requirements, grant conditions and achievement of agreed outputs and outcomes.

**Advocacy and Awareness:**

* Advocate for policies and practices that improve educational and employment outcomes for refugees and asylum seekers.
* Raise awareness of the challenges and opportunities facing refugees and asylum seekers in Wales.
* Represent WRC at relevant meetings, conferences, and events.

**Evaluation and reporting**

* Methodically monitor and evaluate the project's impact, compiling engaging reports for stakeholders.
* Organise and facilitate focus groups, questionnaires, and other evaluation mechanisms in alignment with the project's evaluation and monitoring plan.

**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 postholder to ensure that it accurately reflects the duties of the job.

**We welcome applications from candidates interested in job sharing opportunities.**



When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. You may also want to evidence or reference some of the desirable criteria.

**Please note: Applicants that do not reference 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 including Management Training * Knowledge of child protection and safeguarding issues and procedure * Understanding of conflict management | * Experience in the charity or non-profit sector. * Knowledge of the Welsh education and employment landscape. |
| Experience &Skills | **Experience**   * Experience of working with disadvantage groups * Strong background in leading and delivering services, managing all resources and reporting. * Experience of line managing staff.   **Knowledge**   * Knowledge and understanding of the asylum and resettlement process in the UK. * Knowledge and understanding of issues affecting people seeking asylum and people with refugee status and other leaves.   **Communication**   * Excellent interpersonal skills and a professional demeanour which generates credibility, diplomacy and confidence amongst contractors, funders, board members and staff * Fluency in English with excellent written communication skills; able to undertake research and write clearly and persuasively for different audiences. * Ability to prepare reports in a concise and engaging manner   **Influencing**   * Experience of and the ability to negotiate and work in partnership with service providers, both statutory and non-statutory * Proven ability to influence positive change at a high level.   **IT Knowledge**   * Ability to be administratively self-sufficient, including working knowledge of IT packages with ability to be open to new software | * Lived experience of the asylum system and/or resettlement in the UK * Able to speak a community language |
| Behaviors | * Ability to think strategically as well as to analyze and interpret complex information. * Willingness to work flexible hours as required, to travel and to spend occasional nights away from home. * Ability to work on your own initiative, managing multiple priorities and planning your own workload * Ability to work well within and across teams to inspire and motivate others. |  |

**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.

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 reflection time.

**Disability Confident Scheme**  
We run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.  
  
Disability Confident employers offer an interview to a fair and proportionate number of disabled applicants that meet 75% of our essential criteria set out in the job description. To be considered for an interview under DCS you must have:

* A physical or mental impairment which has a substantial and long term (over 12 months) adverse effect on your ability to carry out normal day to day activities; or a long-term health condition; and
* Demonstrated that you meet all the minimum qualifying criteria set out in the advertisement for the post at the application and testing stages.

**How to apply**

**Please download our application form and submit your completed application to** [**recruitment@wrc.wales**](mailto:recruitment@wrc.wales)

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

**Deadline for applications is 11th September 2024 at 5pm.**

Applications received after this date will not be accepted.

**Invites for interview will be sent by email, and interviews will likely be held on 23rd September 2024 in our Cardiff Office.**