



## Welsh Refugee Council Job Description

<b>Job title:</b>	Community Engagement Officer
<b>Reports to:</b>	Head of Communications, Engagement and Policy
<b>Salary</b>	£22,500 - £24,000 depending on experience
<b>Location:</b>	Hybrid, with the role based at our Cardiff office (minimum one day per week). This role requires occasional travel across Wales, agreed on in advance.
<b>Term</b>	Fixed term until 12 June 2026
<b>Hours:</b>	35 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.
<b>Benefits per annum (pro-rata):</b>	<ul style="list-style-type: none"><li>• 27 days leave, increasing by 1 day per annum to a max of 30 days</li><li>• Up to 2 days paid volunteering leave</li><li>• Up to 3 days paid carers leave</li><li>• Up to 5 days paid study leave</li><li>• 5% pension</li><li>• Access to company paid counselling and support</li></ul>

## 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.

Now, we're looking for a **Community Engagement Officer** to join our passionate and hard-working team. This is an opportunity to be part of something truly impactful.

## Our recruitment commitments

Our commitments aim to increase transparency on how we recruit, and what you can expect from us at application submission, and prior and post interview. You can read our [recruitment commitments here](#).

## Opportunity

Are you passionate about making a real difference in the lives of refugees and asylum seekers? Do you have a strong connection to communities that have faced the challenges of migration and resettlement? If so, this role could be for you.

As our **Community Engagement Officer**, you will be at the heart of our outreach and advocacy work. This is a **dynamic, full-time position** where you will have the opportunity to build and strengthen relationships with refugee, asylum seeker, and migrant communities

across Wales. Working closely with **our Communications, Engagement and Policy Team**, you'll take on a vital role in empowering individuals to share their stories, challenge misconceptions, and advocate for positive change.

In this role, you'll lead and support our **Community Change Makers**—volunteers with lived asylum seeker or refugee experiences—helping them develop their communication skills to share their journeys with a wide range of audiences, from policymakers to local communities. Through your work, you'll play a key part in shaping the narrative around migration in Wales, challenging stereotypes and **fighting misinformation**, particularly around housing and integration.

But this job isn't just about outreach—there's a creative element, too. You'll have the chance to work on our **Shaping Nations project**, helping to gather and share the unique stories of migrants in Wales, preserving them through workshops, cultural events, and community collaborations. Your work will be essential in ensuring that refugee voices are heard, documented, and celebrated, giving you a chance to **bring new ideas** to life and shape the direction of our engagement efforts.

We are looking for someone who is **community-minded and results-driven**. You'll have **set targets** to meet, and you'll need to deliver on them—whether it's increasing engagement with local housing organisations, leading workshops to raise awareness about migrant issues, or hosting raising awareness events. You'll be expected to balance this creative work with the practicalities of coordinating events, monitoring your impact, and producing regular reports to track progress.

This role is ideal for someone who is **empathetic and motivated to make change**, but who also has the organisational skills and experience to get things done. You'll need to be able to work independently, manage volunteers, and deliver on targets while **building strong community relationships**.

If you're excited about the opportunity to combine **creativity, advocacy, and direct community engagement**—all while helping to make a tangible difference to people's lives—then we'd love to hear from you!

For this position, we are open to offering a job share for suitable candidates.

## Main duties and responsibilities

- **Community Change Makers**

In this role, you will take the initiative to identify and recruit exceptional individuals with lived experience as asylum seekers or refugees—our **Community Change Makers**. Your focus will be on training and empowering these individuals to share their powerful stories and insights surrounding various topics such as housing, policies, and the UK asylum system. You will enable them to deliver impactful events and talks to funders, decision-makers, the media, and various audiences. As a leader and mentor, you will set objectives, monitor engagement, and provide support to help them navigate challenges effectively.

- **Lived experience and awareness raising**

You will play a crucial role in developing compelling content and narratives that advocate for positive change. By empowering asylum seekers and refugees to share vital information within their communities, you will contribute to building a movement that promotes understanding and acceptance. Collaborating closely with the Head of Communications, Engagement and Policy, you will play an active part in combating misinformation and highlighting success stories to reduce discrimination against sanctuary seekers.

- **Events and engagement**

You will lead the organisation, promotion, and delivery of a diverse range of events alongside our Community Change Makers. Your efforts will create valuable dialogue spaces where community leaders, landlords, businesses, and third-sector organisations can collaborate and connect. Whether facilitating raising awareness sessions or community forums, you will foster understanding and build bridges among various stakeholders.

- **Preserving cultures**

As part of the **Shaping Nations** project, you will gather and document the stories of migrant communities, ensuring that their narratives are celebrated and preserved. This will involve organising cultural events, workshops, and focus groups to engage community members and capture their experiences. You will also collaborate with the communications team to create promotional materials that highlight the project's importance and benefits. By maintaining strong relationships with migrant and refugee communities, you will act as a vital liaison, ensuring that their voices are represented and heard.

## Person specification

We're looking for someone with **migration heritage** who has **strong existing links to community groups** connected to asylum seekers, refugees, and broader migration issues. While **lived experience as a refugee** is highly desirable, what matters most is your ability to connect, advocate, and deliver on our mission.

Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Personal or professional links to refugee, asylum seeker, or migrant communities, particularly in Wales or the UK.</li> <li>• Experience in leading small groups and supporting volunteers, with inspirational leadership skills (motivating and empowering volunteers).</li> <li>• Experience in organising and delivering community events or activities.</li> <li>• Experience in delivering content to different audiences (verbal/written communication).</li> <li>• Experience in building relationships and managing partnerships with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in training others to share stories for public speaking or media engagement.</li> <li>• Experience and understanding of working with media or advocacy campaigns.</li> <li>• Lived experience as a refugee or asylum seeker.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of issues facing asylum seekers and refugees, especially in housing and integration.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong written and verbal communication skills.</li> <li>• Ability to communicate with impact (clear, engaging dialogue with diverse audiences).</li> <li>• Problem-solving skills (ability to identify challenges and come up with creative solutions).</li> <li>• Organisation and time management skills (ability to juggle multiple tasks and deadlines).</li> </ul>	<p><b>Languages:</b></p> <ul style="list-style-type: none"> <li>• Fluency in Welsh or a community language (e.g., Arabic, Kurdish, Farsi, Pashto, Ukrainian).</li> </ul>

	<ul style="list-style-type: none"> <li>• Public speaking confidence (comfortable delivering presentations and workshops).</li> <li>• Proficiency in technology (tech-savvy, ability to navigate digital tools and platforms).</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate empathy and warmth (ability to show compassion and understanding to those facing challenges).</li> <li>• Ability to actively listen (ensuring community voices are heard and valued). Inspirational leadership skills.</li> <li>• Ability to work independently.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Has migration heritage and strong existing links to community groups.</li> </ul>	

## 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 limited experience of applying for jobs in the UK, we highly recommend you contact our Education and Employability Team first, before completing the form. You can contact them at [employment@wrc.wales](mailto:employment@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 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

To apply, please download and complete our application form. Send your completed form via email to [recruitment@wrc.wales](mailto:recruitment@wrc.wales), ensuring you include the job title in the subject line of your email.

Please note CVs will not be accepted as part of the application process.

- **Application deadline: 28 October 2024, 10:00.** Applications received after this time will not be considered.
- Interviews are expected to take place on **11 November 2024.**