



Welsh Refugee Council

Job Description & Person Specification

Job title	Wales Sanctuary Service - Programme and Partnerships Manager
Report to	Head of Governance and Impact
Salary	£ 32,000 to £35,000 pa + 5% pension Depending on experience
Duration	31 March 2027 (Secondments are welcome)
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 away from the office.
Location	Main base is the Cardiff Office. Minimum of 2 days pw from Cardiff Office, and Newport office 1 day pw (all-Wales post). Working from home may be offered 1 day pw.
Annual benefits pro rata	<ul style="list-style-type: none">- 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 relating to role- 5% pension- Access to company paid counselling support.- Staff cash back plan for healthcare

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 35 years' experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.

We are proud that during the Coronavirus pandemic we adapted our services and were able to grow our income significantly. None of our staff were furloughed and this is testament to our

adaptability, the demand for our services and the inequalities that persist in society- that require amazing people to do something about it.

Purpose of the post

The Welsh Refugee Council receives funding from the Welsh Government to lead a consortium of third sector organisations to deliver advice and advocacy services to sanctuary seekers in Wales.

To hold the overall day to day operational responsibility for managing the Wales Sanctuary Service. To hold the operational responsibility for the maintenance and development of core partnerships and development of new partnerships across Wales. To 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
- ✓ Experienced in crisis management and able to respond appropriately
- ✓ Have excellent verbal and written skills be able to engage, write reports, and ensure key points are communicated for maximum affect.
- ✓ 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.
- ✓ Having excellent attention to detail, spotting trends, and putting forward recommendations to improve practice.

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, including structure, and training.
- Manage and support Wales Sanctuary Service staff and volunteers
- Manage and support the Senior NRPF Caseworker including reviewing their progress against targets and providing data and case studies for donor reports.
- Set objectives, and conduct performance reviews

Project management

- Drive the work of the Wales Sanctuary 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 and other partners organisations; on a quarterly basis as and when required.
- Support programme partners 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.

Safeguarding

- As one of three safeguarding roles, you will work with the Safeguarding Lead to respond to **all initial safeguarding concerns/disclosures** – following policy and procedures. This role needs to discern the risks that disclosures have presented.
- You will be responsible for providing advice and support to staff, and relevant partners or agencies.
- **Coordinate debriefs:** Ensuring awareness of knowledge, understanding and procedures reflect organisational needs.

Relationship building

- Maintain strong working relationships with all partners 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 Wales Sanctuary Service
- To actively promote the Wales Sanctuary Service and the work of partners.

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.

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.

Quality	Essential Requirements	Desirable requirements
Education & Training	<ul style="list-style-type: none"> • Project management training education, with report writing experience. • OISC L2 or complete the exam within 6 months of training course. • Knowledge of child protection and safeguarding issues and procedures • Understanding of conflict management 	
Knowledge and Experience	<p>Project management</p> <ul style="list-style-type: none"> • At least 2 years demonstrable experience of project planning and management. • Project management qualification or training <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of the refugee and broader voluntary sector in Wales. • Knowledge of child protection and safeguarding issues and procedures • Understanding of conflict management <p>Relationship building</p> <ul style="list-style-type: none"> • Considerable experience of managing and developing stakeholder relationships and 	<ul style="list-style-type: none"> • Project management qualification • Lived experience of the asylum system and resettlement in the UK • Knowledge of relevant legislation, policy and practice and its impacts on people seeking sanctuary in Wales.

	<p>partnerships to address unmet need.</p> <p>Influencing</p> <ul style="list-style-type: none"> • Experience of and the ability to negotiate and influence partners both statutory and non-statutory. <p>IT Knowledge</p> <ul style="list-style-type: none"> • Ability to be administratively self-sufficient, including working knowledge of IT packages and basic IT competence 	
Skills and Abilities	<p>Leadership</p> <ul style="list-style-type: none"> • The ability to demonstrate leadership behaviors, to develop and recognise the contributions of others and deal with performance issues. <p>Communication</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, sufficient to write reports to the government that engage • Ability to absorb complex written and oral information, analysis information and write reports that engage. 	<ul style="list-style-type: none"> • Leadership qualification • Ability to speak a community language
Personal attributes	<p>Values</p> <ul style="list-style-type: none"> • A demonstrable commitment to WRC's values <p>Behaviours</p> <ul style="list-style-type: none"> • Collaborative and adaptable, with a commitment to team working and shared learning. • Proactive, solution-focused, and able to identify and respond to emerging needs. 	

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 Patience@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: 9am on Thursday 24th July

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 likely be held on 1st and/or 4th August.