



Welsh Refugee Council Job Description

Job title:	Education and Employability Manager
Report to:	Head of Sanctuary and Refugee Services
Salary:	£29,000 to £32,000 (based on experience) + 5% pension
Hours:	35 hours per week usually around 9am to 5pm
Location:	Cardiff office, expected to be in Newport office 1 day a week
Terms:	Fixed term 1 year contract, with possibility of extension. Secondments welcome.

Annual benefits pro rata

- Enhanced maternity leave
- 27 days annual leave (rising by 1 day per year to max of 30 days)
- 8 Bank holidays pa
- Office closure for 2 days over festive period
- 3 days paid leave for carers emergencies
- Up to 2 days paid volunteering leave
- Up to 5 days paid study leave relevant to role
- 5% pension
- Counselling hotline & up to 6 free counselling sessions per year via medicash

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 35 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, Hong Kong and Syrian resettlement pathways.

We also advocate on behalf or with sanctuary seekers, 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 all about our latest work on [our website](#), news pages, and social media channels.

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 sanctuary seekers and refugees in Wales
- Collaborate closely with our all our projects and teams: Wales Sanctuary Seekers, Ukraine, Triage, Move On, eVisa, Single Advice Service, Communications, and Fundraising 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 both verbal and written English
- ✓ Tackle challenges with a solutions-oriented approach, using initiative
- ✓ Embrace feedback as an opportunity for growth, consistently striving to enhance and refine your skills
- ✓ Have experience in project management – able to set goals, and strategic tasks across the year

Main duties and responsibilities

Strategy

- To develop the WRC's Education and Employment Project
- To oversee, line manage, and support:
 - 2x Education and Employability officers
 - 2x Volunteer staff: Volunteer Recruitment and Development Officer, and Volunteer Officer.
- Strategically plan, budget for, and execute workshops, interviews, and events across Wales, catering to diverse audiences

Stakeholder engagement

- Engaging with local community groups, individuals, charities, businesses, DWP work coaches, and the Sanctuary Coalition Cymru

- 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 blog posts and create content for the WRC's social media channels, 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, including budget management, and reports to SLT and stakeholders
- You will ensure services are delivered to the highest quality and will work to improve systems
- Line management of team including induction, training, appraisals, etc.
- Work with team 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 and ensure progress against objectives are met
- Identify funding opportunities and contribute to grant writing and fundraising efforts

Advocacy and awareness

- Raise awareness of the challenges and opportunities facing refugees and asylum seekers in Wales, including advocating for policies and practices that improve outcomes
- Represent WRC at relevant meetings, conferences, and events

Evaluation and reporting

- Methodically monitor and evaluate the project's impact, compiling engaging reports for stakeholders to ensure compliance with funders requirements
- 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 and Newport office, 1-2 days per week, in line with Duty Manager Rota.
- You are expected to abide by our policies and procedures, and to invest time in understanding them. This includes carrying out all duties in accordance with the principles of our Confidentiality Policy, Equalities 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 the WRC.
- To attend and actively participate in staff meetings.

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.

PERSON SPECIFICATION

Job Title: Education and Employability Manager

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.

Quality	Essential requirements	Desirable requirements
Education & Training	<ul style="list-style-type: none">• Good standard of education including management training• Knowledge of the Welsh education and employment landscape• Knowledge of child protection and safeguarding issues and procedures• Understanding of conflict management	<ul style="list-style-type: none">• Experience in the charity or non-profit sector
Experience & Skills	<p>Management experience</p> <ul style="list-style-type: none">• Experience of engaging, coaching, and mentoring disadvantage groups• Strong background in leading and delivering services, managing all resources, and reporting• Experience of line managing staff to ensure good to high performance <p>Knowledge</p> <ul style="list-style-type: none">• 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 <p>Communication</p> <ul style="list-style-type: none">• Excellent interpersonal skills and a professional demeanour which generates credibility,	<ul style="list-style-type: none">• Lived experience of the asylum system and/or resettlement in the UK

	<p>diplomacy and confidence amongst contractors, funders, board members, and staff</p> <ul style="list-style-type: none"> • 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 <p>Influencing</p> <ul style="list-style-type: none"> • 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 <p>IT knowledge</p> <ul style="list-style-type: none"> • Ability to be administratively self-sufficient, including working knowledge of IT packages with ability to be open to new software 	<ul style="list-style-type: none"> • Able to speak a community language
Behaviours	<ul style="list-style-type: none"> • Ability to think strategically as well as to analyse 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 Specification.
- ✓ 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

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

Deadline for applications is Thursday 28 August 2025 at 10am.

Applications received after this date will not be accepted.

Invites for interview will be sent by email, and interviews will likely be held on 8 September 2025 in our Cardiff office.