



Welsh Refugee Council Job Description

Job title	Migrant Help AIRE Service Lead
Report to	Move On Manager
Salary	£26,000 per annum
Duration	Fixed term contract until 31 March 2029
Hours	35 hours per week
Location	Main base is the Cardiff office
Annual benefits pro rata	<ul style="list-style-type: none">- 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 & 2 days paid volunteer leave- Up to 5 days paid study leave relevant to role.- 5% pension- Cash Back Health Care Plan- Counselling hotline & up to 6 free counselling sessions per year

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.

Purpose of the post

This role will lead our contract with Migrant Help under the AIRE (Advice, Issue Reporting and Eligibility) service. The small but perfectly formed project is aimed at supporting individuals in Wales who have recently been granted Leave to Remain by providing tailored, accurate, and accessible information and advice.

The postholder will play a key role in delivering high-quality, culturally appropriate support to newly granted individuals in Wales.

Major duties and responsibilities

The Welsh Refugee Council (WRC) provides practical advice and support for refugees and people with other leave to remain in the UK. The 28 to 56 day Move On period is fraught with challenges and is an anxious time for many.

Your role will be to support clients at this transition point in their lives. Giving advice, guidance and practical support so they don't fall through the cracks in the system. Support will include explaining and giving access to mainstream services on housing, benefits, and other Move On aspects to help their integration into the wider community.

You will:

Project lead

- Collate and analyse monthly data, flagging any significant changes in client numbers with Migrant Help; and WRC's head of directorate, and Triage.
- Create engaging presentations and monthly reports for presentation at subcontract meetings with Migrant Help. Log issues and risks daily to ensure quality assurance and service improvement.
- Keep abreast of changes to the Move On process and liaise with key stakeholders for any client journey changes.
- Involve service users in the processes of monitoring, evaluating, and developing the service by the means of feedback, consultation on individual basis, or focus groups.

Client work

- Facilitate interpretation as necessary (either directly or by arranging interpretation through others who are competent, registered, and able to meet agreed standards).
- Provide accurate advice and information on the Move On process and housing issues to service users. And assist refugees to access mainstream services once they leave their Home Office accommodation.
- Provide refugees with information about mainstream service providers and agencies who might assist with long term support and integration.
- Maintain accurate client records on the WRC's Inform database, and Migrant Help's Object Forwarding database meeting a target of 95%+ accuracy at all times.

- Have excellent verbal and written skills: able to engage and ensure key points are communicated for maximum affect.

General

- Actively put forward ideas to grow and develop in your role, and taking part in supervision and appraisal, as agreed with line manager.
- Attend any other meetings and briefings as required.

Behaviours

- Be able to work under pressure, to tight deadlines, and able to adapt priorities.
- 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, and Safeguarding policies and within agreed norms of impartiality and boundaries.
- Ensuring any safeguarding concerns are raised with the Safeguarding Leads and all information and action logged accurately.
- To role model a degree of flexibility as needed. 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. On occasion, the post holder may be required to provide cover in one of the other Welsh Refugee Council offices: this may involve overnight stays away from home.

PERSON SPECIFICATION

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 (in the UK or overseas) • Knowledge of child protection and safeguarding issues and procedures 	<ul style="list-style-type: none"> • Experience in the charity or non-profit sector
Job Experience & Skills	<p>Experience of leading</p> <ul style="list-style-type: none"> • Confidence and experience of presenting analytical information to different audiences • Confidence to lead meetings with Migrant Help, on behalf of WRC <p>Casework</p> <ul style="list-style-type: none"> • Confidence and experience to negotiate with service providers on behalf of service users • Experience of direct service in housing and welfare to vulnerable groups including refugees and asylum seekers • Experience and understanding of the issues involved in the Move On process • Experience in signposting and referring service users to specialist agencies to meet their needs • Demonstrable experience of legislation relating to asylum seekers and refugees, and the ability to update own knowledge on a regular basis <p>Communication</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, sufficient to provide advice in English, and to advocate and negotiate on behalf of clients 	<ul style="list-style-type: none"> • Lived experience of the asylum system and resettlement in the UK • Understanding of trauma-informed and person-centred approaches <ul style="list-style-type: none"> • Able to speak a community language

	<ul style="list-style-type: none"> Ability to absorb complex written and oral information, analysis information, and write reports and case studies <p>Professional</p> <ul style="list-style-type: none"> Knowledge and understanding of equal opportunity and diverse issues An understanding of the principles of confidentiality and impartiality <p>IT knowledge</p> <ul style="list-style-type: none"> Ability to be administratively self-sufficient, including working knowledge of MS packages and basic IT competence 	
Personal behaviours	<p>Values</p> <ul style="list-style-type: none"> A demonstrable commitment to equal opportunities, diversity, and human rights Evidence of high standards in work 	

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 Tuesday 26 August 2025 at 10am.

Applications received after this date will not be accepted.

Invites for interviews will be sent by email, and interviews will likely be held on Thursday 4 September 2025 in our Cardiff Office.