



Welsh Refugee Council Job Description & Person Specification

Job title	Volunteering Lead and Development Officer
Report to	Education and Employability Manager
Salary	£25,906
Duration	Fixed term 18-month contract, subject to extension
Hours	35 Hours per week - normal office hours are 9:00 to 5:00pm, but this role may involve some agreed occasional out-of-hours activity and very occasional working away from the office.
Location	Hybrid working: Working from home and the Cardiff Office (all-Wales post).
Annual benefits pro rata	- 27 days leave, increasing by 1 day pa 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 - Wellbeing: Access to company paid counselling support and cash back plan for healthcare - Enhanced maternity pay

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.

You will work with amazing like-minded people- who strive to make a difference every day, and challenge hostile practices that limit people's potential. We are an award-winning charity, check out our films by clicking [here](#) and [here](#). You'll be trusted to get creative and help us stand out.

You can read our latest work on [our website, news pages](#), and social media



We love improving and we have committed to the following quality marks:



Purpose of the post

As our Volunteering Lead and Development Officer, you will play a crucial role in managing the volunteers within our organization and taking this project to the next level.

You will launch our 'Volunteer Journeys' initiative, guaranteeing training, learning and growth throughout our volunteer cohort, as well as increasing engagement as effectively as possible. Volunteers are the heartbeat of the Welsh Refugee Council's mission, playing a critical role across our busiest services. Being a volunteer at the Welsh Refugee Council is core to our pathway to employment programme, and we want to ensure that volunteers continue to shape our work.

Your expertise in interpersonal communication, digital tracking and professional development will enhance our volunteer engagement efforts. This position combines administrative tasks, practical training delivery and capability building to ensure a positive volunteer experience.

The ideal candidate will be:

- ✓ A good listener, communicator, and role model
- ✓ Inventive in terms of content creation and media production
- ✓ Well-organised and able to balance multiple commitments
- ✓ Approachable and patient with volunteer concerns & questions
- ✓ Comfortable with databases, computers and IT systems
- ✓ Independent and self-managed

In return, you'll receive a decent salary, and very generous annual leave allowance. You'll have opportunities to try out new ways of working and make changes to the way we work.

Major duties and responsibilities

1. Volunteer Recruitment and Onboarding:

- Recruit: Use digital platforms (social media, email, etc.) to attract potential volunteers. Revamp our existing systems and recruitment techniques
- Onboard: Facilitate the onboarding process, ensuring volunteers understand their roles and responsibilities, including induction, ongoing support and exit interviews.

2. Database Management:

- Maintain: Keep accurate records of volunteer information, hours contributed, and skills. Make sure all active volunteers' details are up to date and involved in services of the charity.
- Track: Monitor volunteer progress and engagement using digital databases or management software. Ensure all volunteer documentation is accounted for and held securely to necessary standards.

3. Content Creation, Training Delivery, and Project Innovation

- Create: Track volunteer performance by delivering quality skills-building opportunities and mentoring placements.
- Regeneration: Able to take our existing volunteer administration systems and external facing recruitment platforms to the next level through new engagement techniques.

4. **Working within our Employability Team:**

- Collaborate: Work closely with our Education and Employability team to understand volunteer aspirations and long-term goals.
- Communicate: Ensure volunteers understand our mission and how their work contributes to it.
- Identify: Find opportunities for volunteers to shadow different teams within the organisation and learn from their different skills sets.

5. **Line Managing and Project Managing**

- Team Allocation: Make sure volunteers have specific roles and mentors within our service teams to take responsibility for their daily tasking and work allocation
- Organisational Training: To facilitate training with volunteers about our organisation's strategy, services and targets.
- Managing: Where desired, to be involved in the delivery of our volunteer-led services, such as our Play Project and our ESOL classes, designing the services and proposing appropriate resource allocation

6. **Positive Volunteer Experience:**

- Communicate: Maintain open lines of communication with volunteers.
- Support: Address any concerns or challenges promptly
- Overcome: Build the confidence and self-esteem of volunteers, reducing any barriers and friction to their participation in our services

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.

When writing your examples, candidates that follow the STAR method, describing the Situation, Task, Action, Result tend to score higher- see guidance here [The STAR method | National Careers Service](#)

Applicants that do not evidence the essential criteria will not be invited to interview.

Criteria	Essential	Desirable
Experience	• Experience recruiting and managing volunteers. • Experience of managing projects, ensuring deadlines are met. • Experience of line managing staff/ or supporting staff. • Experience of database management and engagement on basic social media platforms	• Lived experience as a Refugee to bring added insight to understanding. • Background in running mentoring or buddying schemes in any sector
Knowledge	• A good knowledge of Microsoft 365 and GDPR practice • Knowledge of volunteer management techniques and leadership • Ability to produce videos, reels and shorts to boost engagement & celebrate successes	• Knowledge of refugee and asylum sector in Wales, UK
Skills	• Fluency in English with excellent written communication skills. • Excellent communication and interpersonal skills. • Ability to manage multiple priorities and to work under pressure and meet deadlines.	Languages • Ability to speak community language. • Ability to speak Welsh.
Behaviors	• Ability to work on your own initiative and plan your own workload, as a self-capable coordinator of volunteers • Ability to work well within and across teams to inspire and motivate volunteers. • A satisfactory DBS certificate (cost covered by WRC). Other • Willingness to work flexible hours as required, to travel and to spend occasional nights away from home.	

Diversity, Equity, and Inclusion

We welcome and particularly encourage individuals who identify as LGBTQ+, 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 Team who will be able to schedule a phone call to discuss British style interviews employment@services.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.

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.

Safer Recruitment

The Welsh Refugee Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We follow robust safer recruitment practices, and all roles are subject to appropriate screening, including references and Disclosure and Barring Service (DBS) checks where applicable.

How to apply?

Please complete our Application Form. Please note CVs will not be accepted

Please submit your application to recruitment@wrc.wales

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

Application deadline: Midday, Monday 1st December Applications received after this date will not be accepted.

Invites for interviews will be sent by email. **Interviews will likely be held on Wednesday 10th December**

For further information about what to expect from our recruitment process, please read [our recruitment commitments](#).