



Welsh Refugee Council Job Description & Person Specification

Job title	Administrative Assistant
Report to	HR & People Lead
Salary	£24,932 FTE £8,548 pro rata
Duration	Permanent
Hours	12 hours per week. Hours can be split across 3 days.
Location	Main base is our Cardiff office. Hybrid working, 1 day per week in Cardiff office.
Annual benefits pro rata	<ul style="list-style-type: none">- 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 leave.

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

This role plays an important part in keeping the organisation running smoothly day to day. As our Administrative Assistant, you will support and work across our Senior Leadership Team, Management and HR & People function. You will be responsible for key administrative tasks that help everything run well. This includes keeping records accurate and up to date, coordinating meetings, and supporting effective internal processes. By managing these details, you'll help teams focus on their work and ensure the organisation operates in a timely, organised, and professional way.

The ideal candidate will be:

- ✓ Well organised with good attention to detail
- ✓ Able to communicate clearly, both in writing and in person
- ✓ Confident using digital tools and systems
- ✓ Proactive, critical thinker who can suggest improvements to the way things are done
- ✓ Comfortable managing multiple and competing tasks
- ✓ Able to work independently and manage their own workload
- ✓ Happy working with colleagues across different teams

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

Meetings coordination and diary support

- Arrange and coordinate regular internal meetings, including Senior Leadership Team, Management Team and All Staff Meetings.
- Prepare agendas and collate papers for circulation in advance of meetings.
- Take accurate minutes and share action notes.
- Maintain action logs and remind relevant staff of agreed actions and deadlines.
- Provide diary management support, including booking rooms and scheduling meetings.

Governance administrative support

- Assist with Charity Commission and Companies House filings.
- Support the HR & People Lead with administrative planning for the organisation's Annual General Meeting.
- Provide general administrative support related to Board, as required.

Events, purchasing and logistics

- Support the HR & People Lead with the organisation of staff away days.
- Order office stationery and supplies.
- Arrange staff travel and accommodation when requested.
- Support the booking and coordination of occasional external meetings and off-site meetings.
- Arrange and purchase staff leaving cards and gifts.

HR administrative support

- Provide general administrative support to the HR & People function across HR processes.
- Assist with maintaining accurate and up-to-date records on the organisation's HR system.

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.

Quality	Essential requirements	Desirable requirements
Education and training	<ul style="list-style-type: none"> - GCSEs (grades A-C) or equivalent. 	
Knowledge and experience	<ul style="list-style-type: none"> - Good digital skills, with experience using Microsoft Office applications, including Word, Excel and Microsoft Teams. - Understanding of confidentiality and data protection principles. - Experience of managing multiple priorities and meeting deadlines. 	<ul style="list-style-type: none"> - Previous experience in an administrative assistant or similar role - Experience of setting up, maintaining or improving administrative systems - Experience of supporting meetings, including preparing papers or taking minutes
Skills and abilities	<ul style="list-style-type: none"> - Fluent and confident in English, with strong written and spoken communication skills. - Ability to organise and manage a varied workload. - Ability to prepare clear, accurate and well-structured written documents. - Ability to plan ahead and support the effective organisation of meetings. 	

Behaviours	<ul style="list-style-type: none"> - Confident to speak with senior staff and send reminders where required. - Reliable, flexible and proactive in approach to work. - Proactive, critical thinker who is able to suggest improvements to ways of working. - Empathy with refugees and people seeking asylum, and alignment with Welsh Refugee Council values. 	

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: 16 February 2026 12:00. Applications received after this date will not be accepted.

Invites for interviews will be sent by email. Interviews will likely be held on **Friday 27 February 2026** at our **Cardiff office**.

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