



Welsh Refugee Council Job Description & Person Specification

Job Title	Move On Service Manager
Report to	Head of Services
Salary	£34,650 per annum
Duration	Permanent
Hours	35 hours per week - normal office hours are 9am to 5pm but this role may involve some agreed out-of-hours' activity and occasional working away from the office.
Location	Newport Office. expected to attend Cardiff office once a week. We have a blended approach to office and home working.
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 related to role.✓ 5% pension.✓ Wellbeing: Access to company paid counselling support and cash back plan 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 36 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 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

Welsh Government has an existing contract with the Welsh Refugee Council-led consortium of third sector organisations to deliver advice and advocacy services to sanctuary seekers and newly granted refugees in Wales.

You will line manage a small team of staff and volunteers across Wales to deliver against our Strategy.

The ideal candidate will be:

- Able to lead and develop the project with excellent people management skills, emotional intelligence, and leadership qualities.
- Have excellent verbal and written skills- able to engage and ensure key points are communicated for maximum affect.
- Able to adapt service to meet stakeholder's needs.
- Able to inspire and motivate team members, ensuring they are empowered to be their best.
- Hold IAA Level 2 Immigration Advice Authority accreditation in Asylum and Protection or be willing to complete the required training and pass the examination within 12 months of appointment.

Major Duties and Responsibilities

1- Line management and support

- Lead and manage a small pan-Wales team, providing clear direction, and support to ensure the effective day-to-day delivery of services and fostering an inclusive, positive, and high-performing team culture.
- Identify and address training and development needs to strengthen staff and volunteer capability.
- Promote effective communication and coordination between regional teams to ensure consistent, high-quality service delivery.
- Provide guidance and mentoring to team members in managing complex cases and operational challenges.
- Provide effective line management for current and new staff, including recruitment, induction, supervision, training, appraisals, and performance management, ensuring staff have access to up-to-date legislation, policy guidance, and resources.

2- Project management

- Lead and coordinate the delivery of the Move On Service through regular staff and partner meetings, effective planning, and performance monitoring to ensure all targets and deliverables are achieved on time.
- Oversee monitoring, evaluation, and reporting processes in line with Welsh Government, Migrant Help and other funders requirements, including the timely submission of monthly and quarterly reports and the use of evidence to inform policy and service development.
- Manage and analyse client data, including Inform records, to identify trends, monitor outcomes, and provide relevant insights to stakeholders and senior leadership.
- Continuously improve systems, processes, budgets, and resource management to maximise efficiency, maintain high-quality service delivery, support the volunteers and Triage team, and contribute to future funding and sustainability opportunities.

3- Safeguarding

- You will act as one of our Safeguarding officers ensuring clients, volunteers, and staff are supported to feel safe.
- Ensure staff follow all safeguarding policies and procedures, including appropriate escalation of cases and record-keeping.
- Lead and participate in casework reviews where safeguarding concerns are identified.
- Promote a culture of safety, accountability, and transparency across all service areas.
- Provide safeguarding training for new staff and annual refresher sessions for existing staff to ensure continued compliance and awareness.

4- Relationship Building

- Build and maintain strong working relationships with key partners across Wales, including Welsh Government, DWP, local authorities, voluntary sector organisations to support the effective delivery of the Move On Service.
- Work collaboratively with other WRC project managers and internal teams to ensure joined-up service delivery, share best practice, and respond effectively to client and organisational needs.
- Identify gaps in provision and emerging needs, developing new partnerships and opportunities that strengthen and expand the Move On Service across Wales.
- Actively promote the Move On Service in existing and new dispersal areas across Wales to improve awareness, accessibility, and engagement with communities and stakeholders.
- Develop positive relationships with community groups, hosts, charities, and coalition networks, ensuring meaningful participation.

General

- Act as onsite Duty Manager for the Cardiff and Newport Offices in line with Duty Manager Rota.
- Oversee the Newport office premises and maintenance needs, working closely with the Head of Resources to ensure the building remains safe, functional, and well-managed.
- 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 always.

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.

There will be a need for occasional travel across Wales including overnight stays as appropriate. Time off 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">• Good standard of education, with strong report writing, verbal & written communication.• Management training or demonstrable experience in staff supervision, leadership, and performance management.• Knowledge and understanding of child protection and safeguarding issues, policies, and procedures.• Understanding of conflict management, problem-solving, and the ability to manage challenging situations professionally and effectively.	<ul style="list-style-type: none">• ILM or Project management qualification
Skills, Knowledge and Experience	<p>Project Management: Minimum of 2 years' demonstrable experience in project planning, coordination, and performance management, including delivering targets and deadlines.</p> <p>Knowledge: Good understanding of relevant legislation, policy, and practice affecting people seeking sanctuary in Wales.</p> <ul style="list-style-type: none">• Knowledge of the refugee sector and wider voluntary sector landscape in Wales. <p>Leadership: Proven ability to demonstrate effective leadership behaviours, motivate</p>	<ul style="list-style-type: none">• Lived experience of the asylum system and resettlement in the UK• Experience of working in the housing sector

	<p>and develop staff, recognise contributions, and address performance issues appropriately.</p> <ul style="list-style-type: none"> • Well organised, with the ability to manage competing priorities, work under pressure, and meet deadlines. <p>Communication: Excellent verbal and written communication skills, and ability to produce clear, engaging, and accurate reports.</p> <p>Relationship Building: Experience in developing and maintaining stakeholder relationships and partnerships to identify needs and improve service delivery.</p> <p>Influencing: Experience of negotiating with and influencing statutory and non-statutory partners to achieve positive outcomes.</p> <p>IT Skills: Administratively self-sufficient, with good working knowledge of Microsoft Office and other relevant IT systems, including case management databases.</p>	<ul style="list-style-type: none"> • Able to speak a community language
Personal behaviors	<p>Values: A demonstrable commitment to equal opportunities, diversity, and human rights.</p>	

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: 1 July 2026, 09:00 Applications received after this date will not be accepted.

Invites for interviews will be sent by email. **Interviews will likely be held on 15 July 2026 at our Cardiff office.**

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