



Welsh Refugee Council

Job Description & Person Specification

Job title	Design and Communications Officer
Report to	Head of Communications, Engagement and Policy
Salary	£26,000 per annum pro rata
Duration	1 year fixed-term contract/ Secondments welcome.
Hours	35 hours per week. Normal office hours are 9am-5pm, but this role may involve some agreed out-of-hours activity including community events and occasional travel across Wales.
Location	The roles main base is our Cardiff office. One day a week minimum in office.
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 **Design and Communications Officer**, you'll help people understand who we are, what we do and why it matters.

Working as part of our Communications, Engagement and Policy Team, you'll create engaging content that tells the stories of sanctuary seekers and refugees, celebrates our impact and encourages people to take action.

No two days are the same. One day you might be designing an impact report or creating social media graphics. The next, you could be responding to a media enquiry, drafting a press release or supporting a campaign launch.

You'll work across **design, digital communications, media and campaigns**, making sure everything we produce is clear, creative, accessible and on brand.

Your work will help us reach more people, challenge misinformation, strengthen our reputation and influence change across Wales.

We're looking for someone with a passion for communications, creativity and storytelling. Whether you've built your experience through work, volunteering, university or placements, we'd love to hear from you if you can show us examples of your work.

You'll thrive in this role if you:

- **Enjoy creating** engaging graphics, publications and digital content.
- **Have a strong eye** for design, branding and visual storytelling.
- **Can write confidently** for different audiences, from social media posts to media briefings and press releases.
- **Feel comfortable** managing media enquiries and building positive relationships with journalists.
- **Know how to create** accessible content across websites, email and social media.
- **Can balance** creativity with organisation, managing multiple deadlines and priorities.
- **Like learning** and enjoy trying new ideas, technologies and creative approaches.

- **Take pride** in producing high-quality work that reflects our values and strengthens our reputation.

In return, you'll receive a competitive salary, generous annual leave, and the opportunity to test new ideas, develop your skills and make a meaningful impact.

Major duties and responsibilities

Design and creative content

- **Design** eye-catching graphics for social media, campaigns and organisational communications.
- **Produce** infographics and visual content that explain complex issues clearly.
- **Maintain** our visual identity and ensure all materials follow our brand guidelines.

Digital communications

- **Plan, create and publish** content across our social media channels.
- **Manage** our social media calendar and schedule content.
- **Track** performance and use insights to improve future content.

Media and public relations

- **Respond** to media enquiries and coordinate interviews.
- **Draft** press releases, media statements and reactive communications.
- **Prepare** media briefings, key messages and spokesperson notes.

Website and written communications

- **Write and update** website content, news stories and blogs.
- **Draft** newsletters, briefings and organisational updates.

Campaigns and events

- **Support** communications for campaigns, events and public engagement activities.
- **Capture** photography and video where appropriate.
- **Work** with colleagues to share stories that inspire action while treating lived experience with dignity and respect.

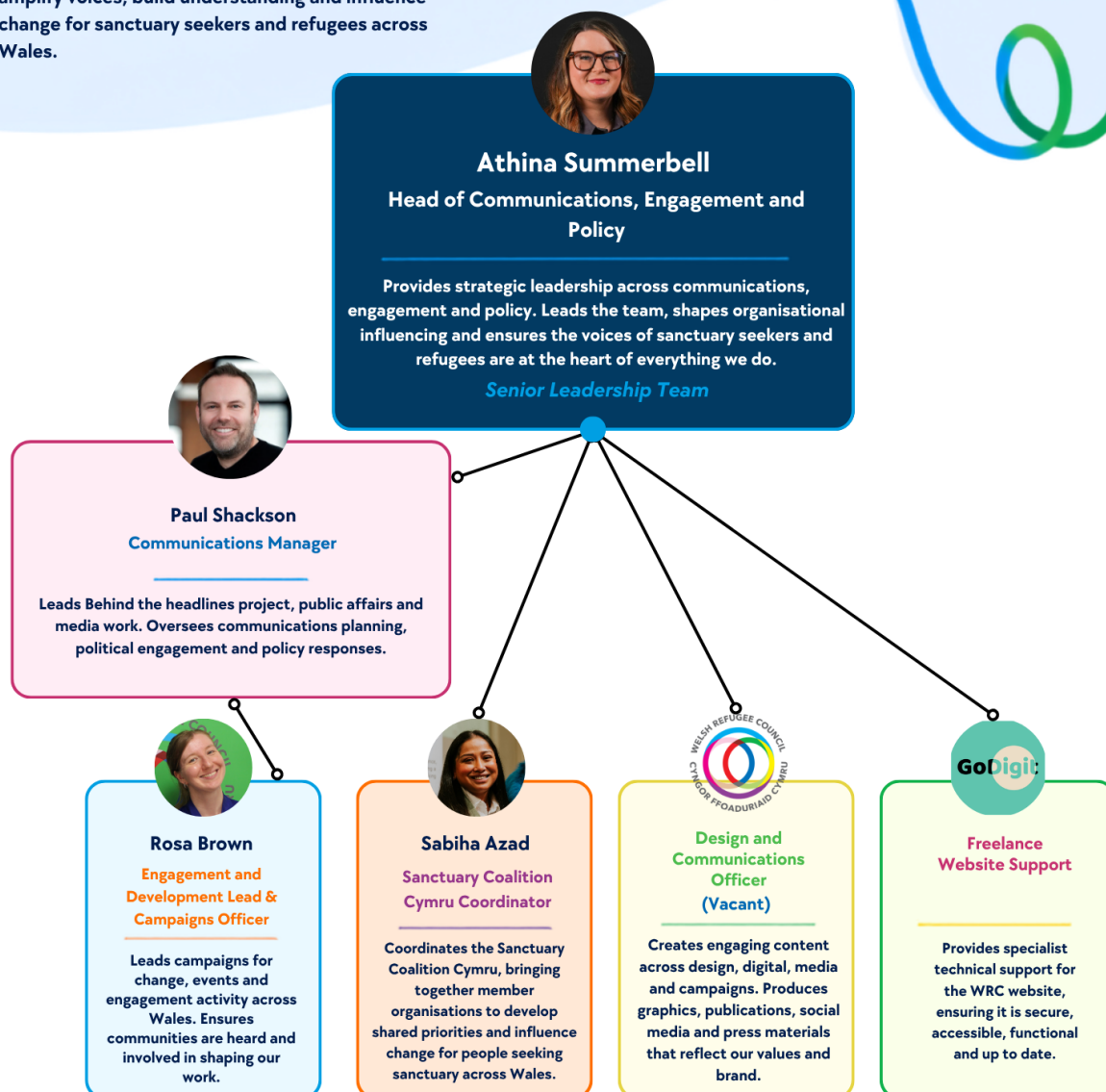
Communications support

- **Provide** communications advice and design support to teams across the organisation.
- **Maintain** image libraries, templates and communications resources.

MEET THE TEAM

Communications, Engagement and Policy Team

We use communications, engagement and policy to amplify voices, build understanding and influence change for sanctuary seekers and refugees across Wales.



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
Experience	✓ Experience creating communications, marketing, media or design content through employment, volunteering, placements or education. ✓ Experience creating engaging visual and written content for digital or print communications. ✓ Degree in design, communications/media or related field ✓ Experience using social media to create content and engage audiences. ✓ Experience balancing multiple tasks, projects or deadlines. ✓ Experience working collaboratively as part of a team.	Experience working in the charity, public or voluntary sector. Experience working with sanctuary seekers, refugees, or other marginalised communities. Lived experience as a refugee or sanctuary seeker.
Knowledge	✓ Excellent understanding of social media platforms including Facebook, Instagram, LinkedIn and TikTok. ✓ Knowledge of graphic design software such as Canva Pro, Adobe Creative Suite or similar.	Basic HTML experience (e.g., WordPress) Use of data dashboards (e.g., Google Analytics /

	✓ Understanding of media requests and preparing press briefings ✓ Knowledge of Microsoft 365 applications including Word, PowerPoint, Teams and Excel. ✓ Understanding of effective communications and digital storytelling. ✓ Understanding of inclusive and accessible communications.	equivalent) Knowledge of platforms to manage email subscribers, such as Mailchimp or Microsoft dynamics Tools for community engagement, scheduling and analytics (e.g., Hootsuite, Sprout, Later)
Skills and Abilities	✓ Excellent written and verbal communication skills. ✓ Strong graphic design and visual communication skills. ✓ Ability to create engaging content for different audiences and channels. ✓ Strong organisational skills and the ability to manage competing priorities. ✓ Good attention to detail. ✓ Ability to build positive working relationships. ✓ Willingness to learn, develop and take on new challenges.	Welsh language skills Community language skills Driving license- you may be required to carry event materials from time to time
Behaviours	✓ Creative and curious, with a willingness to try new ideas. ✓ Works collaboratively and supports colleagues. ✓ Takes ownership of tasks and delivers work to a high standard. ✓ Shows empathy, professionalism and sound judgement when working	

	with people who have lived experience. ✓ Committed to equality, diversity, inclusion and anti-racist practice.	
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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 and design portfolio with examples of your work to recruitment@wrc.wales

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

Application deadline: 3 September, 9:00. Applications received after this date will not be accepted.

Invites for interviews will be sent by email. **Interviews will likely be held on 14 September 2026.**

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