

# Refugee Council

## Job description



SUPPORTING AND  
EMPOWERING  
REFUGEES

<b>JOB TITLE:</b>	Integration Projects Manager (Maternity Cover)
<b>TEAM:</b>	Integration
<b>GROUP:</b>	Services Directorate
<b>LOCATION:</b>	London (Stratford)
<b>REPORTS TO:</b>	Integration Services Manager
<b>GRADE:</b>	Grade 8, £43,824 - £48,063 including London Weighting
<b>HOURS:</b>	35 hours per week Maternity Cover until 31/08/2025

### The Organisation

Founded in 1951, the Refugee Council exists to support people who come to the UK in need of safety and speak out for compassion, fairness and kindness. We achieve this by providing expert advice and casework, building the capacity of refugee community organisations, and working with allies across society to change government policy.

Our vision for refugees to be welcome to live safe and fulfilling lives contributing to the UK has never been more urgent and needed. Today 27 million refugees and 84 million displaced people around the world need of safety, dignity and welcome. We are determined to secure public and government support for safe routes for all people seeking safety, and a fair, effective and compassionate refugee protection system.

Now is an excellent time to join the Refugee Council. Our strategy - which you can read [here](#) - sets an ambitious direction which will see us defend refugee protection in the UK against the Government's corrosive plans with refugees and like-minded allies, united in our desire to create a just, fair and humane refugee protection system. It will also see us delivering direct services that improve people's refugee protection journey through targeted advice and casework, and strengthening and connecting Refugee Community Organisations with other service providers and advocates.

### Our Values

Our values underpin everything we do:

- **Inclusive:** We are inclusive. We work with - not for - refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.

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- **Collaborative:** We are collaborative. Working with others is a priority in order to have the collective impact that is vital to achieve policy and practice reform.
- **Courageous:** We speak out when we see injustice, cruelty and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.
- **Respectful:** We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners and people we disagree with – with the same respect, professionalism and understanding.

## Integration Services

People who receive refugee status in the UK having journeyed through the asylum system, face unique barriers to rebuilding their lives in the UK. Our refugee integration services are designed to support people to understand and navigate them, as they integrate in their local communities.

The Integration Projects Manager role is based within the Integration&Employment Department, and the Services Directorate. This directorate focuses support on refugees who have been recognised as having protection needs and have been granted permission to stay in the UK but are now struggling to rebuild their lives in a new and unfamiliar country.

This role will focus on managing the delivery of our Integration Services and working with Fundraising and Business Development colleagues to continue the development of the Integration Service in line with priorities laid out in our Integration Model. Our Integration Services already funded for 24/25 are our Refugee Advice Project (RAP) and Private Rented Scheme (PRS) - projects that support newly recognised refugees who have been through the asylum system, providing advice, information and advocacy on housing, welfare benefits and health access. These services are based in Stratford, East London and operate 5 days per week.

The postholder will have line management responsibility for service delivery team including Senior Casework Coordinators (x2), Volunteer Coordinator and Service Support Officer roles (four direct reports in total). Volunteers are heavily involved in the delivery of these services and are carefully recruited by our existing Volunteer Co-ordinator to support all areas of service activity.

The postholder will work closely with senior management and the executive team to develop, review and improve the services that focus on the challenges refugees face when adapting and integrating into life in the UK. They will be responsible for delivering high quality services that link effectively with other public and voluntary sector support. They will need to advocate for the rights of refugees at a high level with government departments and develop a service that can challenge poor quality support with legal action where necessary.

To ensure a high-quality casework service is provided, it will be imperative to ensure that all staff and volunteers have the specialist knowledge required to provide effective support. They should also have the resources and support they need to ensure that often complex cases are progressed towards a positive outcome. Our aspiration is to develop a specialist integration service which is highly regarded throughout the sector.

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No: N200100132



## Main Duties and Responsibilities

### 1. Service Development and Management

- 1.1 To work with the Head of Integration&Employment (I & E), Business Development and Fundraising departments to create opportunities for the Integration Service to grow in line with our Integration Service Model.
- 1.2 To ensure services are well planned, managed and delivered to a very high standard in accordance with organisational and funder agreements.
- 1.3 To develop and put in place effective processes and procedures that ensure all staff are clear about steps required when engaging and providing support.
- 1.4 To produce clear project and delivery plans for all service areas.
- 1.5 To ensure robust systems are in place to monitor and report on activity in accordance with the requirements of Refugee Council and its funders.
- 1.6 To develop, manage and monitor budgets across all responsible project areas creating strong relationships with finance colleagues.
- 1.7 To involve service users in the design and development of services that are sensitive to their needs and delivered in an accessible a supportive manner. Ensure we are eliciting service user feedback on a regular basis and we reflect on the protected characteristics of individuals. Ensure that refugee involvement is at the heart of everything we do within the Integration Service.
- 1.8 To develop and deliver services that carefully considers the wider sector and how we might collaborate effectively with others at all times.
- 1.9 To ensure services are delivered in ways that are convenient for our clients. This may mean delivering remotely as well as potentially from a variety of locations across London and other regions of the UK
- 1.10 To have an effective and manageable process for engaging new clients and work effectively with staff to ensure we manage our caseload of clients ensuring that individual's cases get progressed and issues resolved.
- 1.11 To support Integration staff to design and develop workshops, trainings, volunteer advocate schemes and advice services to address clients needs as necessary
- 1.12 To manage project staff in the creation and/or sourcing of accessible and easily understood information resources which will be used to support the advice provided through services and can be collated to create a service knowledgebase
- 1.13 To constantly innovate and improve the way integration services operate by identifying areas of weakness and working with others to introduce more effective ways of working

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- 1.14 To develop and retain strong and effective working relationships with other Refugee Council teams (i.e. Business, People&Culture, IT, Finance, and Fundraising) to ensure that the service receives the support it needs to operate effectively
- 1.15 To establish, develop and retain links with a wide range of third-party organisations who can provide complimentary\specialist support in areas of immigration, housing, health, welfare support and financial services
- 1.16 To represent the views and interests of Refugee Council at external meetings

## 2. **Staff & Volunteer management**

- 2.1 To support the recruitment of all new staff required within Refugee Council working on the Integration projects.
- 2.2 To line manage a wide range of service delivery roles in accordance with the Refugee Council's policies and procedures including carrying out supervision and appraisal and staff development.
- 2.3 To provide the necessary support to direct reports, in their role as line managers of staff and volunteers.
- 2.4 To ensure that all staff or volunteers involved within the service have an excellent knowledge of the issues affecting newly recognised refugees as they look to start a new life as a recognised refugee
- 2.5 To ensure effective team working and positive communication amongst staff and volunteers.
- 2.6 To involve volunteers in the delivery of services wherever possible and to work with them and the Volunteer Co-ordinator to ensure their views on the delivery of services are taken into consideration
- 2.7 To work with the Volunteer Co-ordinator to ensure all volunteers receive effective induction and training sessions ensuring all volunteers are aware of and operate within Refugee Council's policies and procedures and that they are trained and supported to carry out their roles

## 3. **Specialist Advice, Advocacy and Influencing**

- 3.1 To support caseworkers to provide specialist advice and support to adult refugees in a sensitive, confidential and professional manner which fully understands the needs of the individual
- 3.2 To continually develop an in-depth understanding of the issues affecting newly recognised refugees with a view to becoming and retaining specialist knowledge of refugees and the barriers that can prevent them from integrating effectively
- 3.3 To retain specialist knowledge of the health, housing and welfare benefit systems in the UK keeping abreast with the continual changes that are taking place and the impact these changes will have on our clients and use this knowledge to further

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shape our service priorities and the tactics we use when supporting clients effectively

- 3.4 To ensure we are providing accessible and easily understood information resources which will be used to support the advice function and can be collated to create a service knowledgebase
- 3.5 Keep abreast of policy development and legislation changes at national, regional and local government levels ensuring that the needs of refugees are taken into account and fully understood
- 3.6 To support the Advocacy and Influencing team to raise awareness of the issues faced by refugees and to influence for change in policy and procedure

#### **4. Funding, Finances & Reporting**

- 4.1 To manage an allocated budget and report clearly on project expenditure as required
- 4.2 To be responsible for managing petty cash systems and assessing, authorising and paying staff, volunteer, client and interpreter expenses and payments
- 4.3 To create and run reports as required using the organisation's database. Using it to manage client caseloads, outcomes management and reporting. Support developments in the organisational database as needed.
- 4.4 To support management by participating in fundraising activities in support of service continuation or new service development

#### **5. Equalities and Diversity**

- 5.1. To provide services with due regard for equalities and for meeting the needs of all potential and actual service users. Ensuring advice services are delivered in ways which are fully accessible and in a language that they can understand
- 5.2. To work with respect and tolerance for all colleagues, refugees and contacts, and to value diversity and difference
- 5.3. To ensure all volunteering recruitment and employment practices are carried out with due regard to equalities and the diverse needs of all potential or actual volunteers

#### **6 General**

- 6.1 To participate in Refugee Council working groups, management meetings and special projects as the need arises
- 6.2 To carry out any other duties appropriate to grade and role

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- 6.3 To work across various locations and to travel inside and outside the region as needed
- 6.4 To manage the workload and be self-administering

## **Additional Information**

### **Health & Safety**

The post holder is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council's Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

### **Flexibility**

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

### **Equal Opportunities Statement**

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

### **Working at the Refugee Council**

A commitment to the work of the Refugee Council.

### **Personal Effectiveness**

With the support of their manager the post-holder will need to effectively manage their own workload and medium and long term plans and objectives.

### **Flexible Working**

This job is suitable for hybrid home/office working subject to prior authorisation. A minimum of 3 days a week in the office is required, but presence may also be required in the office on particular days if needed e.g. for a team meeting.

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## Person Specification



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### Experience

#### Essential

1. Experience of effectively developing and managing a range of services in support of adults at risk
2. Experience of planning, monitoring and reporting on a range of often complex projects and its clients
3. Experience of recruiting, effectively managing and developing a team of staff and volunteers

#### Desirable

4. Experience of advocating on behalf of disadvantaged client groups (ideally refugees) to ensure fair access to statutory services
5. Experience of running services that offer welfare and housing related rights and entitlement advice to adults
6. Experience of effectively managing and reporting on project budgets

### Knowledge, skills and abilities

#### Essential

1. Knowledge of the complex integration needs and barriers experienced by refugees in the UK
2. Very good written skills, sufficient to draft a range of documents and report on project outcomes
3. Well-developed communication and interpersonal skills, sufficient to influence and negotiate with a range of stakeholders at a range of levels
4. Sufficient skills to acquire and understand complex new information quickly and maintain a strategic overview of the project
5. Good organisational skills and the ability to manage and prioritise a demanding and diverse workload

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6. A creative and pragmatic approach to problem solving
7. The ability to ensure services are delivered in an accessible, impartial and confidential manner working with interpreters wherever possible as required
8. The ability to create and operate systems for financial management and budgeting
9. Excellent IT skills
10. An understanding of and commitment to Equal Opportunities in direct service provision

### **Desirable**

11. A good knowledge of the asylum system and immigration system relating to refugees
12. A good knowledge of welfare benefits and housing entitlements affecting single adults and families

**April 2024**

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