

Trainee Programme Officer - Explore Adapt Renew-Fixed Term

Reports to: Explore Adapt Renew Programme Manager

Location: Bradford or Manchester. We will consider UK-based remote working options.

*This role is ring-fenced for people with lived experience of forced displacement.

Background

About Refugee Action

Refugee Action exists to work with refugees and people seeking asylum who've survived some of the world's worst regimes. We are a national charity with more than 40 years' experience of empowering people who've survived some of the world's worst regimes to secure the protection and support that they need to live with dignity and respect and build a new life in the UK. We do this by providing expert advice and casework, building the capacity of partner organisations and campaigning on the policies that affect them.

Our vision for a welcoming UK has never been more important. It's a crucial time to be part of Refugee Action as we come to the end of our current strategy (2019-22) and embark on our next strategic period. We will do this through securing systemic change through our campaigns to change government policies, our direct services, and our work to strengthen and connect other service delivery organisations. You can [read more about what we do here](#).

We will also continue with our commitment in our strategy to do far more to learn from and shift power to refugees and people seeking asylum. We are also striving to be an actively anti-racist organisation. Both of these commitments are a top priority at Refugee Action.

More information about the Experts by Experience and Partnerships Directorate and the Explore Adapt Renew Programme can be found in Appendix 1 at the bottom of the job description.

About the role:

We are looking to recruit two Programme Officers who will work across the Explore Adapt Renew programme for 12 months. They will support the Programme Manager and gain knowledge, skills and experience across these activities:

- Partnership working
- Meeting and event planning and facilitation
- Communications and content creation
- Programme administration and governance

In the second half of the traineeship, the Programme Officers will be supported to take responsibility for leading a piece of work. This specific area of work will depend on the needs of the programme and also the interests and skills that the individual Programme Officers want to pursue. At the end of the traineeship, we expect the Programme Officers to be able to demonstrate their experience across all the areas of work listed above. We believe this will put the Programme Officers in a good position to gain further employment in a similar role.

Main duties and responsibilities

To work with the EAR programme manager effectively to ensure excellent programme delivery by:

- Supporting to plan, prepare, facilitate, and minute partner and network meetings, training, and events
- Supporting with follow-up work from partner and network meetings
- Conducting research to support the development and evaluation of Explore Adapt Renew
- Responding to enquiries about the Explore Adapt Renew programme
- Co-writing case studies, blogs and other content which demonstrates the learning and impact from the programme.
- Developing good working relationships with partners and EBEs involved with the Explore Adapt Renew programme
- Ensure that Refugee Action's aims to shift power to people with lived experience and commitment to anti-racist practice are embedded across all activities

For the charity

- Participate in regular team meetings and other Refugee Action staff meetings, planning and review sessions, conferences and working groups as required/appropriate;
- Participate in discussions on Refugee Action's strategy as and when required;
- Carry out other duties consistent with the nature of the post;

- Liaise with other Teams in Refugee Action as appropriate.
- Attend regular team meetings, in person or remotely (for example, over Microsoft Teams, Zoom etc), in order to foster effective and supportive Team working.
- Participate in individual supervision, training and appraisal, as agreed with the Line Manager.
- Safeguard at all times confidentiality of information relating to staff and clients.
- Carry out all the above in accordance with the aims, values and policies of Refugee Action, in particular, confidentiality, impartiality and Equal Opportunities.

Training and Support

The Programme Manager will be the line manager for the Programme Officers and will be responsible for making sure that their training, development and support needs are met while they gain experience across the programme areas. We will provide a welcoming and nurturing environment where you can gain confidence, skills and expertise and challenge yourself. The line manager will:

- Work closely with you to work through a **comprehensive induction** (introduction to Refugee Action and your role, objective setting, creating a learning journal, identification of development goals and support needs).
- Hold regular 121s (individual supervision meetings and placement review meetings) with you to plan your work and the steps needed to reach your objectives and development goals and fulfil your training and support needs.
- Support with **digital skills development** (for example: MS office suite/ Google Suite/ Outlook/ Teams/ Zoom/ Slack /Miro)
- Support you to undertake independent working and give you responsibility to lead on pieces of work, with ongoing support, and also **provide ongoing feedback and guidance**.
- Provide ongoing support and answer questions relating to Refugee Action and the wider UK workplace and culture (if you are new to the UK) E.g. understanding workplace policies, approaches to learning, boundaries and 'professionalism'.
- **Offer some support to plan for your next steps** towards the end of the contract. (E.g advice on where to look for similar roles, useful templates, application and interview tips, and advice on people who may be able to support job future applications and interviews).
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Candidate Specification

All previous experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be short-listed on the following specifications:

Experience, Knowledge, Abilities and Skills

Essential

- Insight into the needs, experiences and hopes of refugees and people seeking asylum.
- Commitment to Shifting Power and anti-racist practices
- Understanding of how the UK's hostile and racialised border regime impacts on those affected by it
- Good written and verbal communication skills with ability to communicate effectively with a wide range of internal and external stakeholders.
- Good team working skills, with the ability to collaborate and enable others to thrive.
- Good interpersonal skills with the ability to develop positive relationships and maintain flexibility and open-mindedness.
- Ability to use your own initiative to work through challenges or problems or to see an opportunity and take steps to improve something.
- Ability to ask for help, identify your own strengths and challenges, be open to giving anUK-based feedback and work towards professional development.
- Insight and experience or interest in developing skills in: research, Human Centred Design / service design, coproduction, programme management, monitoring evaluation and learning - or something else that we haven't thought of that would be useful for this work!

Terms and conditions of employment

This post is offered on a part-time fixed-term basis for 12 months. The following conditions of service will apply:

Salary	£25,855 - £28,547 (NJC 25-28) per annum, pro rata. All new employees will normally start at the bottom of the band.
Location	Manchester or Bradford. We will consider UK-based remote working options.
Annual increments	Increments of one point per annum to the maximum of the band are paid on the 1 April. To qualify the post holder must be confirmed in post and employed since the first of the previous October.
Pension	Refugee Action will contribute 8% of gross basic salary, plus £50 per month into a pension plan (pro rata for part-time posts).
Holidays	24 days per year plus public holidays (pro rata for part-time posts). Holiday entitlement increases to a maximum of 31 days per year, reached within five years of employment (pro rata for part-time posts).
Hours of work	17.5 hours per week (excluding lunch breaks). Some evening work may be required for which time off in lieu should be claimed.
Flexible Working	We are committed to considering all requests to work flexibly.
Probation	The post will have a probationary period of six months.
Notice	One month's notice of termination of employment on either side.
Disability	We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with health conditions.
Employee Assistance Programme (EAP)	All Refugee Action staff are subscribed to use a 24 hour confidential support line. Face to face counselling can also

	be arranged with the EAPs trained counsellors if appropriate.
DBS	Employment in this post may be subject to a satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are therefore not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act.

Appendix 1.

The Experts by Experience & Partnerships Directorate at Refugee Action

The successful candidate will join the newly created Experts by Experience & Partnerships department working to create a refugee and migrant sector that is strong, sustainable and adaptable which puts anti-racism and shifting power towards people with lived experience at the core of everything we do.

The [Good Practice and Partnership \(GPP\)](#) team (now within this newly created directorate) has built, since its inception in 2016, a community of more than 300 frontline refugee and migration organisations and has worked directly with over 150 organisations to build their capacity and co-design solutions to the challenges they face.

We want to improve employment routes for people with lived experience of forced displacement into the UK refugee sector and into our Good Practice and Partnerships Team. The Programme Officer Roles are part of a traineeship scheme that is being funded through the Explore Adapt Renew Programme.

Background to the Explore Adapt Renew Programme

Explore Adapt Renew is a partnership programme which aims to transform the asylum sector in England through services which are adaptive and underpinned by Early Action and organisations which are committed to shifting power and collaboration. It will build local and national asylum support ecosystems with 120 organisations supporting 18,000 people seeking asylum. It launched in January 2022 and runs until December 2024.

The Explore Adapt Renew Partnership (EAR Partnership) is made up of the 8 [Early Action Partners](#): Action Foundation in Newcastle Upon Tyne; Bristol Refugee Rights; Brushstrokes in Sandwell, West Midlands; Nottingham Refugee Forum; Positive Action for Refugees and Asylum Seekers (PAFRAS) in Leeds; Refugee Women Connect in Merseyside and Southwark Day Centre for Asylum Seekers in South London and Refugee Action. Joining the partnership are 2 organisations specialising in designing for social impact: CAST and SIDE labs.

The programme is comprised of 4 interconnected elements:

Early Action: 18,000 people are empowered to navigate the asylum system to access services that prevent or de-escalate crisis. The partnership develops evidence for Early Action to influence systemic change. Asylum seekers and refugees get the support they need, enabling them to access justice and lead independent lives. The community using Early Action approaches continues to grow, share and scale service models that prevent and de-escalate crises.

Shifting Power: The role of Expert by Experience (EBE) is transformed across the sector. 40 organisations are supported to shift power. 60 people with lived experience take on formal roles and get connected through the Expert by Experience Network. The knowledge, experience and voice of people with lived experience is embedded in service design and delivery, advocacy and community development. The refugee and asylum sector is more representative of the people it supports. There is improved awareness of and action taken to eradicate structural racism.

Adapting Services: A community of 300 Leaders, practitioners and Experts by Experience from 120 organisations gain knowledge and skills to re-design and coproduce services. This strengthens organisations and local ecosystems based on the needs of refugees and asylum seekers. This community will be inspired through opportunities to connect and share their work, driving the development of excellent services. Services evolve and adapt to meet the needs of asylum seekers and refugees and respond to external contexts. Collective best practice is developed and sustained through a shift to working in the open and connecting with others.

Local Ecosystems: 42 organisations in Newcastle, Bristol, Leeds, West Midlands, East Midlands, Merseyside and Southwark work with their partners to test joined-up ecosystem responses that support asylum seekers and refugees. All asylum seekers and refugees get support when and where they need it. Organisations are more collaborative and better able to offer asylum seekers and refugees collective, holistic and sustainable local support.