



## EMPLOYMENT AND TRAINING COORDINATOR RECRUITMENT PACK



# Who we are

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly on location with refugees and asylum seekers housed in accommodation across Suffolk.

## Values

**Individuals Matter** - Each Client is unique and has an intrinsic value and constructive role to play in UK society

**Respect** - We are open, welcoming, respectful, and transparent in our dealings with one another and with others

**Self Determination** - We direct our efforts towards self-determination and ultimate independence for our Clients

**Client Centred** - We are led by the needs and interests of our Clients and design our services to work holistically to meet these

**Safe Environment** - The all-round safety and security of our Clients and everyone who works for and with SRS is of paramount importance

**Keeping Informed** - We keep ourselves fully informed and knowledgeable about every sphere of our work

## Aims

**Basic Needs** - To address our Clients' fundamental needs including immigration status, housing, education, physical and mental health, employment and personal safety

**Social Well-being** – To facilitate and support recreational and leisure-time activities aimed at enhancing our Clients' social well-being and quality of life

**Independence** - To support our Clients in transitioning towards independence from SRS' services

**Awareness and Rights** - To promote awareness and understanding of our Clients' experience in the community, including advocating, advising, and lobbying to encourage statutory and other bodies to meet their obligations to our Clients

**Client Partnership** - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery

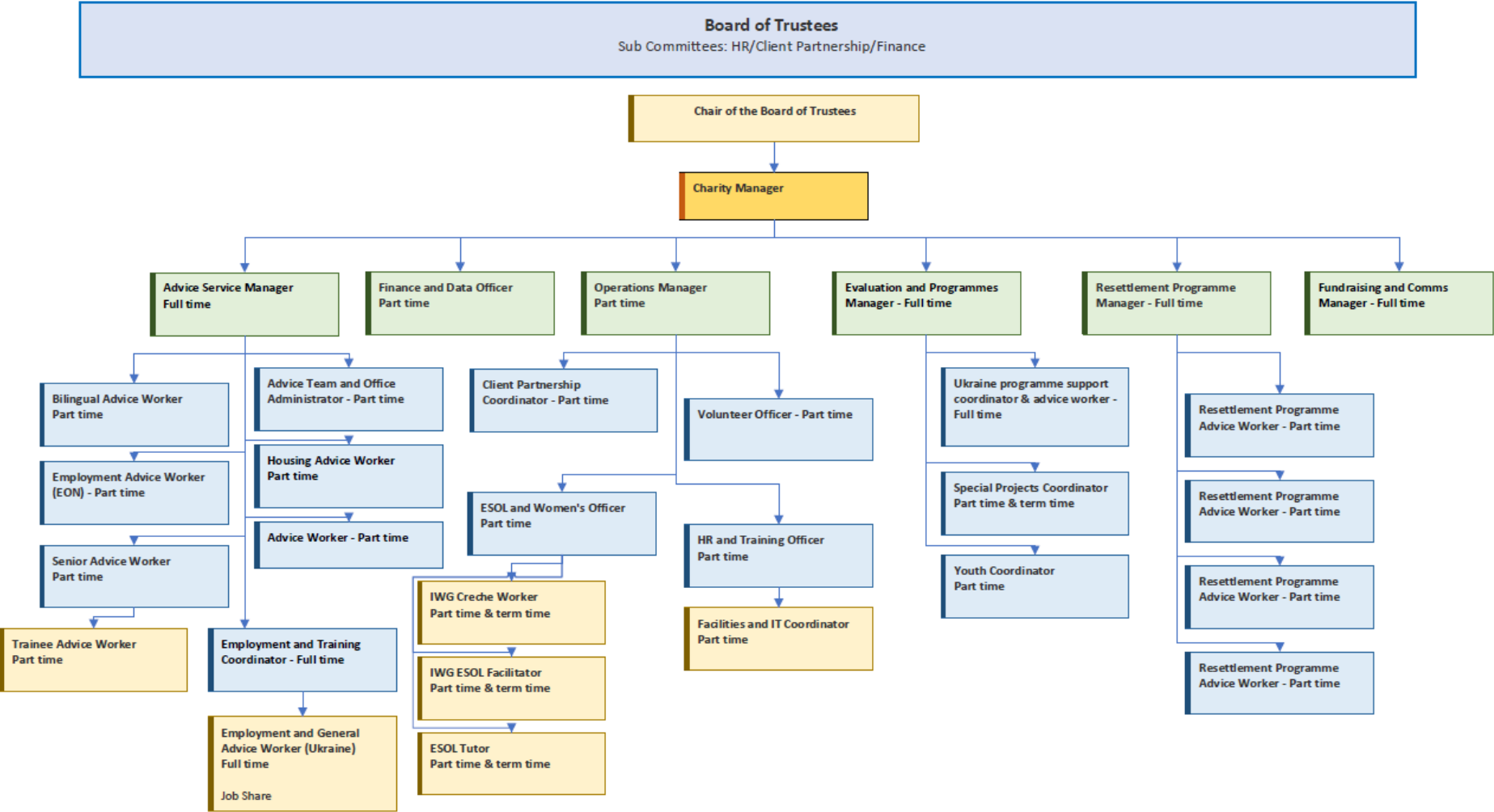
**Governance** - To uphold the effective governance and management of SRS in order to maximise its impact and ensure that its work is informed by 'voices of lived experience'

**Staff** - To maintain a workplace that values and supports Staff, enabling them to effectively carry out their roles in a healthy working environment

**Volunteers** - To increase and develop Volunteers' contribution to the work of SRS



# Our structure



# What we offer

## Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

## Development

We believe that investment in our staff to develop their skills is essential to providing high quality support to our clients. We provide:

- Training for role related duties
- Generic skills training to contribute towards personal development
- On the job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

## Wellbeing

- Hybrid working (role dependant)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

## Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period



# The opportunity

<b>Job Title</b>	Employment and Training Coordinator
<b>Reports to</b>	Advice Service Manager
<b>Hours</b>	28 hours a week (Mondays, Tuesdays, Wednesday and Fridays)
<b>Salary</b>	£24,137 (pro rata from £30,172 FTE for 35 hours per week)
<b>Contract</b>	Permanent, subject to a 3 months' probation review
<b>Location</b>	Partly based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP and on location in Suffolk. This role will involve travel across the county.

## About the role

The Employment and Training Coordinator is a highly rewarding role working to empower refugees and equip them with the skills to gain sustainable employment and training to help improve their quality of life. We are therefore seeking a motivated, innovative and organised individual. You will be responsible for leading a small team working on a variety of employment and training projects and outcomes, accurately monitoring and reporting on the impacts of this work, and forging relationships with employers, agencies and other organisations across Suffolk. You will also be responsible for managing a small caseload of your own clients

## Main Deliverables

### Managing the Employment Service

1. To coordinate and lead the Employment Team, ensuring effective joint working and chairing regular Employment Team meetings.
2. To lead on SRS's Employment and Training partnership programmes including being responsible for delivery, recording and reporting on teams' progress as well as attending any programme coordination meetings
3. To provide line management to a small team of employment advisors to ensure that SRS works in an effective manner to provide employment services to refugees and asylum seekers from a variety of nationalities and educational/vocational backgrounds

4. To be responsible for distributing and overseeing the caseload of work for the team, including managing your own small caseload.
5. To ensure that all employment advice interactions with clients are accurately recorded, using our database and other monitoring tools
6. To achieve and record successful outcomes in gaining skills, employment and volunteer placements
7. To monitor and evaluate the impact of these services, reporting and liaising with SRS managers and external funders as required
8. To develop links with other providers in any joint funding partnerships
9. To make partnerships with employers, charities and organisations, encouraging them to work with / provide placements for refugees and asylum seekers
10. To refer clients to partner organisations, and share good practice and experiences
11. To advocate on behalf of our clients in order to overcome barriers, improve understanding and enable opportunities
12. To attend meetings and workshops with other employment/education support organisations in Suffolk to ensure our clients' needs are provided for in the county
13. To attend internal and external meetings relevant to training and employment and to keep the team updated of any opportunities and/or changes as they occur
14. To support other SRS Advice Workers (non-employment specialists) to deliver some employment services to clients within our main Advice Service
15. To provide some training within the employment team

### **Employment Advice Work**

1. To assess client needs and devise personal development plans to improve employability, including:
  - identifying skills gaps & employment barriers
  - coaching and mentoring
  - assisting with preparing CVs, job searches, job applications & improving interview skills
  - monitoring progress against PDPs (Personal Development Plans)
  - referring to other local services for additional support
  - securing interview opportunities

2. To help clients improve their education and training, including:
  - researching, identifying, facilitating and/or delivering training classes
  - maintaining records of progress (in partnership with other training providers)
  - encouraging clients to attend ESOL and other training to ensure employability skills are attained
  - liaising with education & training providers to access courses, or developing tailored packages
  - liaising with training tutors to prepare and enter students for examinations where appropriate
3. To help clients improve their work experience, including:
  - building relationships with employers to identify and fill volunteering opportunities, negotiating work placements or work trials and maximising opportunities for our clients
  - organising and delivering employment workshops with times and venues (including crèches) at appropriate levels, and ensuring good attendance at them by advertising and information dissemination
4. To facilitate clients into self-employment, including:
  - liaising with training providers to secure training for those interested in self-employment
  - registering clients for self-employment sessions and supporting them to attend
  - networking with small businesses to share useful information with clients
5. To encourage peer support and mentoring, including:
  - building links with SRS clients who have gained and sustained employment or self-employment. Facilitating mentoring between these clients and those seeking employment.
  - managing and training volunteers from the community or industry, who can support clients with employment mentoring

### **Other duties**

1. To observe and comply with Suffolk Refugee Support's policies and procedures and observe and continually promote equality and inclusion and client care in compliance with organisational aims and objectives
2. To attend and contribute to overall work of SRS via staff meetings and occasional meetings with the board of trustees
3. To take responsibility for keeping up to date with changes to legislation, policy and rules affecting refugees, including attending training as applicable
4. To occasionally represent SRS and its clients at external meetings showcasing our work and/or raising key issues at regional and national level

5. To contribute occasionally to media features and SRS newsletter articles concerning the scheme and its clients (in liaison with SRS's Fundraising and Communications Manager), and to promote public awareness and positive perceptions
6. To undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation. This job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.
7. With the support of the Advice Service Manager and Charity Manager, to manage their own workload and prioritise between short- and long-term goals

## Other requirements

The role may require you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means. If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please speak with the HR and Training Officer on [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

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

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

# What we are looking for

## Person Specification

Experience and knowledge	
Essential	Desirable
Proven experience of effective staff line management and managing a programme	Experience of working within a multicultural team
Knowledge of recruitment processes and of employers' expectations of job seekers	An understanding of the needs of asylum seekers and refugees and of asylum processes and legislation in the UK
Experience of working with vulnerable individuals and commitment to upholding their legal rights and entitlement	Lived experience of the UK asylum system or refugee programmes
Experience of working with individuals to improve their employability chances within the current employment climate	
Experience of developing partnerships or opportunities with external organisations and businesses	
Thorough understanding of monitoring and evaluation tools and experience of measuring progress/ success	
Skills	
Essential	
Good written and spoken English, with experience of report writing	
Ability to communicate and motivate people who have low levels of English and/or other barriers to employment	
Ability to work alone using initiative and creativity to get results	
Ability to multitask and manage a varied and full workload	
Proficiency in working with Microsoft Office packages and using a CRM database.	

<b>Attributes</b>
<b>Essential</b>
Commitment to inclusive practices and equal opportunities
Commitment to Safeguarding Children, Young People and Vulnerable Adults
Friendly, helpful and positive attitude when meeting new people
Conscientious, calm under pressure

## Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

## Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities.

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

## How to apply

Please complete the Application Form, the Equal Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

If you require a larger print form or a paper form, please contact Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthews Street, Ipswich, Suffolk, IP1 3EP.

**Deadline for submission: no later than 12 noon on 7<sup>th</sup> May 2026**

**Interview date: Thursday 14<sup>th</sup> May 2026**

**We reserve the right to close this vacancy early and interview at an earlier date if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.**

## How we choose who we invite to an interview

Shortlisting is completed by a panel of Suffolk Refugee Support staff members who will review and independently score your anonymised CV and the responses you have given to the questions asked in the application form's **Why are you the right person for this job** section.

They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.