



TRAINEE ADVICE WORKER 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

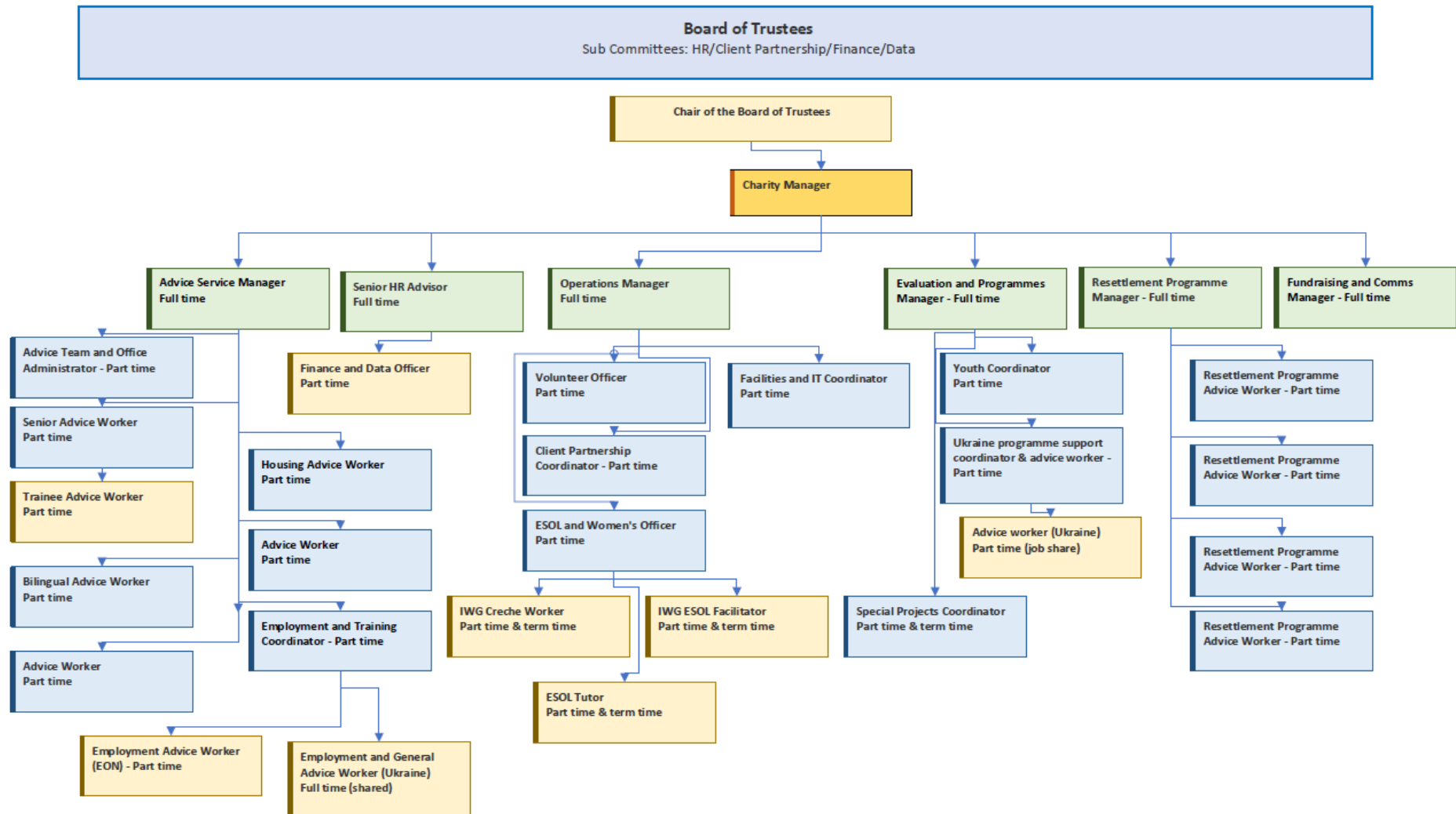
Client Partnership - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery

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 dependent)
- 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

Job Title	Trainee Advice Worker
Reports to	Senior Advice Worker
Hours	21 hours a week
Salary	£15,606 (pro rata from £26,010 FTE for 35 hours per week) – Band 1
Contract	1-year fixed term contract, subject to a 3-month probation review
Location	Partly based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP and on location in Suffolk. This role will involve regular travel across the county.

About the role

The Trainee Advice Worker is responsible for helping clients to access the Advice Service, and to deliver appropriate help and assistance, either directly, via volunteers or by signposting to other agencies.

Additionally, the Trainee Advice Worker is responsible for ensuring that members of refugee communities are informed about and encouraged to use SRS's services.

This is an entry level post that would suit someone entering the jobs market or looking to gain experience in advice work. Throughout their contract, the Trainee Advice Worker will receive on the job training from all members of the SRS staff team and share in other wider training where necessary and appropriate to the post.

We encourage applications from refugee communities. This is a time-limited contract as our aim is to attract applicants with Lived Experience and to provide opportunities to members of the refugee community to develop their skills and be in a better position to develop their careers.

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk). The initiative supports inclusive recruitment of people with lived experience of the UK asylum or immigration system.

Main Deliverables

Service Delivery

- To welcome clients attending the SRS premises
- To act as a representative of SRS in the community to ensure that all refugees are aware of our services and are encouraged to attend
- To assist clients with filling in forms (e.g. benefits forms, housing forms, job applications)
- To assist clients with making phone calls and writing letters (e.g. benefits agencies, Migrant Help, housing offices and associations, utilities companies)
- To assist clients by directing them to other services provided by SRS and/or external agencies and making appointments, where appropriate
- To assist clients by advocating on their behalf with any external agency, both in writing and by telephone
- To support volunteers assisting clients in the office and to encourage clients to become volunteers
- To respond to telephone requests for information about our services, from clients, statutory, voluntary and private sector organisations and the general public, including covering reception as needed by the team
- Where language skills allow, to act as interpreter when dealing with clients who do not have English, whilst encouraging those who do to speak English
- To help with the development of written information produced by SRS, for our clients' benefit
- To collect service information, record this on the Client Database, and to maintain the filing system
- To attend and help to deliver talks to the public about the experience of refugees in the UK
- To participate in collecting client feedback, recording outcomes and involving SRS clients in informing service development

Additional Duties and Responsibilities

- To take responsibility for keeping up to date with changes to legislation, policy and rules affecting asylum seekers and refugees, including attending training as applicable
- To contribute to other SRS work including weekly team meetings and activities as requested by Management, such as assisting with external SRS events or activities
- To work in line with SRS's policies and codes of conduct

Other requirements

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
Personal experience of, and ability to connect with, the refugee community of Suffolk	Lived experience of the UK asylum system
Understanding of the experiences of people seeking asylum in the UK and commitment to upholding their legal rights and entitlement	Experience of using a CRM database
Awareness of the level of discrimination faced by refugees and asylum seekers in the UK	
Knowledge of the UK benefits systems or willingness to learn	
Experience of working within a multicultural team	
Skills	
Essential	
Good written and spoken English	Ability to speak and read/write a refugee language commonly used by our clients (e.g. Kurdish, Arabic, Farsi/Dari, Ukrainian)
Excellent written and verbal communication skills	A full UK driving licence, access to your own transport and a willingness to work in locations around Suffolk

Ability to give advice and support in a sensitive manner including when English is not the first language of the client	
Ability to use own initiative to solve problems as well as contributing to team plans and joint activities	
Ability to multitask and manage a varied and full workload	
Proficiency in working with Microsoft Office packages and a diligent and timely approach to admin work	
Attributes	
Essential	
Commitment to inclusive practices and equal opportunities	
A strong 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 HR@suffolkrefugee.org.uk

How to apply

Please complete the Application Form, the Equality Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to HR@suffolkrefugee.org.uk

If you require a larger print form or a paper form, please contact HR@suffolkrefugee.org.uk

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

Note on the use of AI: We value applications that authentically reflect your own skills and experiences. Submissions suspected of being generated using AI may be rejected. Please ensure that all answers and work presented are your own.

Deadline for submission: no later than 12 noon on 22nd October 2026

Interview date: likely to be 29th October 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 forms **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.