

# Job description



## Community Engagement Coordinator

**Responsible to:** Senior Public Affairs Officer

**Location:** Any Refugee Action Office – London, Birmingham, Bradford or Manchester. We will consider UK-based hybrid working options.

**Key Information:** *This role is being funded by the Aziz Foundation – it is open for someone with lived experience of forced displacement, who can demonstrate knowledge of issues affecting Muslim communities and long-term commitment to community/ societal development.*

### 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.

It's a crucial time to be part of Refugee Action as we embark on our [next strategic period](#) (2023 – 2030). Our vision for a welcoming, anti-racist UK has never been more important. We will get there by securing systemic change through our campaigns to change government policies and public opinion, through 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 commitments are a top priority at Refugee Action. You can [read more about what we do here](#).

### Purpose of the post and key relationships

We are looking for a Community Engagement Coordinator to join our Campaigns and Fundraising teams. This is a fantastic opportunity to develop skills across campaigns, public affairs and community engagement.

As Community Engagement Coordinator, you will work with our Fundraising Team to coordinate the Speakers Community project, delivering talks about refugee rights to schools, universities and groups across the UK. You will develop plans for recruiting

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more grassroots campaigners to our team, and deliver excellent stewardship to our campaigners and fundraisers. You will also support the Campaigns team with the delivery of campaign events, including parliamentary events, and ad hoc public affairs tasks.

Working across both the Fundraising and Campaigns teams, you will be fundamental in helping us to shift the narrative around people seeking safety in the UK to create a welcoming and anti-racist society.

This role is funded by the Aziz Foundation – it is ringfenced for someone with lived experience of forced displacement, who can demonstrate knowledge of issues affecting Muslim communities and long-term commitment to community/societal development.

The role will be managed by the Senior Public Affairs Officer, and will also work closely with the Community Fundraising Manager, and is an excellent opportunity to gain experience of fundraising, campaigning and public affairs.

## Key indicators of success

Support the Head of Campaigns and the Community and Events team to:

- Coordinate the Speakers Community, supporting volunteers to deliver talks to schools, universities, and groups about refugee rights. The post holder will also deliver talks themselves.
- Recruit, steward and support grassroots activists who want to campaign for refugee rights.
- Research new ways to engage community fundraising audiences such as universities, supporting with resource development and stewardship plans.
- Support on the delivery of campaign events and ad hoc public affairs tasks.

## Main duties and responsibilities

- Ensure that Anti-Racism and the removal of barriers to power for people with lived experience are deeply embedded across all activities.
- Be the first point of contact for Refugee Action campaigners and activists, supporting them with their campaigning and providing an excellent supporter experience.
- Work with our Digital Communications team to build engaging supporter journeys for our campaigning audience.
- Be the first point of contact for Refugee Action community fundraisers, sending them resources, stewardship emails and supporting them with their fundraising.

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- Coordinate the Refugee Action Speakers Community, matching talk requests with speakers, updating presentations and sending out materials for the talks.
- Deliver talks to schools, universities and community groups as part of the Speakers Community.
- Support the Community Fundraising Manager with the development of our university and small business activities.
- Provide ad hoc public affairs support.
- Support with the logistics of flagship campaigns events launching our new work and ensuring engagement from wider social justice movements and community groups.
- Mystery shopping other charities and keeping up to date with sector trends.
- Support all day-to-day activity and be an active bridge between the campaigns team and the fundraising team's community and events functions.

## For the charity:

- Participate in regular team meetings and other Refugee Action staff meetings, planning and review sessions, conferences and working groups as required.
- To participate in discussions on Refugee Action's strategy as and when required.
- To carry out other duties consistent with the nature of the post.
- To liaise with other teams in Refugee Action as appropriate.
- To attend regular team meetings, in person or remotely (for example, over Microsoft Teams, Zoom etc), in order to share information, monitor services, and foster effective and supportive teamwork.
- Participate in individual supervision, training, and appraisal, as agreed with the Line Manager.
- Safeguard at all times the confidentiality of information relating to staff and clients.
- To carry out all the above in accordance with the aims, values, and policies of Refugee Action, in particular, confidentiality, impartiality, and Equal Opportunities.

You will work closely with your line manager to ensure work meets the charity's changing needs and priorities.

## Person Specification

Please note: **This role is being funded by the Aziz Foundation – it is only open to someone with lived experience of forced displacement, who can demonstrate knowledge of issues affecting Muslim communities and long-term commitment to community/ societal development.**

Experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be shortlisted on the following specifications:

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- Experience in public speaking and confident delivering talks and presentations to schools, universities, businesses and community groups
- Experience delivering supporter care to campaigners or fundraisers with proven ability to communicate with volunteers, supporters and campaigners in a friendly and engaging manner
- Able to write compelling and engaging copy
- Experience in grassroots campaigning and community organising
- Ability to manage multiple priorities and provide logistical and administrative support.
- Passion and motivation to raise vital funds to support refugees and people seeking asylum in the UK.
- Effective time manager who can work well to tight deadlines.
- Excellent organisational skills to help develop and deliver campaign events.
- Ability to collaborate and work supportively and effectively within a team.
- Able to work with a high level of attention to detail.
- Interest in campaigning and advocacy work.
- Understanding of cultural diversity and the ability to work with people from a range of different cultures.
- Commitment to removing barriers to power for people with lived experience, and commitment to anti-racist practices.
- Understanding of how the UK's hostile refugee protection and asylum system impacts those affected by it.

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## Terms and conditions of employment

This position is offered on a part-time fixed-term basis for 1 year until **30 September 2026**. The following conditions of service will apply:

<b>Salary</b>	£31,022- £33,699 (Salary band 2, NJC points 17-22) per annum pro rata. Plus £4,324 Inner London Weighting if based in London per annum pro rata. All new employees will start at the bottom of the band.
<b>Location</b>	Any Refugee Action Office – London, Birmingham, Bradford or Manchester. We will consider UK-based hybrid working options.
<b>Annual increments</b>	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.
<b>Pension</b>	Refugee Action will contribute 8% of gross basic salary plus £50 per month into a pension plan.
<b>Holidays</b>	27 days per year plus public holidays (pro rata for part-time posts). Holiday entitlement increases to a maximum of 32 days per year, reached within 4 years of employment (pro rata for part-time posts).
<b>Hours of Work</b>	28 hours per week (excluding lunch breaks). Some evening and weekend work may be required, for which time off in lieu should be claimed.
<b>Flexible Working</b>	We are committed to considering all requests to work flexibly.
<b>Probation</b>	This post will have a probationary period of six months.
<b>Notice</b>	One month's notice of termination of employment on either side.
<b>Disability</b>	We are committed to making reasonable adjustments to the workplace or working arrangements to accommodate people with disabilities.
<b>Employee Assistance Programme (EAP)</b>	All Refugee Action staff are subscribed to use a 24-hour confidential support line. Face-to-face counselling can also be arranged with the EAP's trained counsellors if appropriate.