



Job Title:	Business Support & Development Officer
Reporting to:	Chief Executive Officer
Line management of:	N/A
Group:	CEO & Board of Trustees
Salary:	£24,500 plus 5% pension contribution
Hours:	35 hours per week
Location:	Cardiff (some travel to other WRC offices may be required)

Purpose of the Post

To support the CEO, trustees and management team with different tasks relating to good governance and management processes and to contribute towards the development of the business across the organisation to the benefit of asylum seekers and refugees seeking settlement in Wales.

Main Duties and Responsibilities

- To identify, assess and pursue opportunities (including identification of risks and issues) for development of the organisation, including income generation opportunities
- To assist in the bid writing process and funding submission process, where appropriate working with subject matter experts
- To provide project management support from a planning and administration perspective, including:
 - developing and actioning project plans geared to ensure timely solution development, decision making, reporting and bid submission
 - keeping track of reporting deadlines and milestones, and liaising with project managers to ensure they are met
- To be responsible for supporting the CEO with regard to management of issues related to the governance of the WRC including the Board of Trustees, its sub committees' meetings, and the Annual General Meeting
- To manage relationships with allocated grant & contract holders, contacts and professional advisers in line with our mission & vision, and the objectives as laid out in the strategic plan to protect the rights of asylum seekers and refugees in Wales in order to steward supporters and create new business development opportunities

- To work with the WRC trustees, senior management and other stakeholders, cultivate new networks and contacts, and increase our pipeline of business support relationships
- Work with the senior management team to define funding needs (core or otherwise) and seek out funding streams to meet these needs
- To devise, lead and project manage events and activities in support of broader philanthropy services and business development objectives (this will include regular travel across Wales)
- To deliver presentations, speeches and reports in a number of formats for a wide range of audiences
- In liaison with policy & communications department, produce appropriate and relevant communications material to promote and market the work of the WRC, positioning the organisation nationally in Wales, and across the UK
- To contribute fully to the WRC core strategies, leading on managing and developing the business development plan
- To develop and implement effective administration systems that record and capture work undertaken, supporting a culture where lessons learned are captured and fed into future bids to bridge identified gaps in service provision, and to aid policy influencing and campaigning
- To quality assure all bids prior to submission, providing feedback and challenge
- To upload information/submissions to the customer portal before the deadline
- To build a comprehensive knowledge base of the markets in which the Welsh Refugee Council operates, including the capabilities of current services that can be referenced in bids
- To build an understanding of the political landscape, the industry, competitor providers and policy developments pertinent to WRC's markets and use this understanding to inform bids
- To research and present data pertinent to a particular bid to support the design of the new service proposal solution
- To work as an effective ambassador for the WRC in Wales and the UK, networking extensively in a variety of forums
- To maintain the necessary operating standards and paperwork to retain quality marks including OISC
- To maintain an up to date register of the organisation's policies and procedures, ensuring the electronic documents are easily accessible in a central location
- To ensure that there are effective administration systems in place to create an effective customer experience whether that be in person or by telephone
- To undertake HR and recruitment duties as required
- To undertake any other appropriate duties as required

PERSON SPECIFICATION

All experience may be paid or voluntary, full or part-time, in the UK or overseas.

Candidates will be short-listed on the following specifications and should write about each of them in the application form. In completing the application please give specific examples. For example do not simply say "I have an inquisitive mind"; you should explain, by way of examples, when and how you have demonstrated this.

Experience, Skills, Understanding and Knowledge

1. Experience

- 1.1 Experience of organising Board meetings (Essential)
- 1.2 Experience of preparing successful funding applications and tenders (Essential)
- 1.3 Demonstrable experience of building relationships with stakeholders (Essential)
- 1.4 Experience of providing project management support i.e. monitoring to ensure deadlines and milestones are met (Essential)
- 1.5 Experience of seeking out funding opportunities for identified funding needs (Essential)
- 1.6 Experience of setting up and running administration systems (Essential)
- 1.7 Experience of organising fundraising and income generation events (Desirable)
- 1.8 Experience of delivering presentations (Desirable)
- 1.9 Experience of creating marketing collateral (Desirable)
- 1.10 Experience of undertaking HR duties (Desirable)
- 1.11 Experience of coordinating and overseeing recruitment procedures (Desirable)

2. Skills, Knowledge and Ability

- 2.1 The ability to communicate with people at many levels, both face to face, via telephone and in writing (Essential)
- 2.2 Minimum of 5 GCSEs (or equivalent) including English and Maths, PLUS further education (A level, HND or equivalent) (Essential)
- 2.3 Good IT skills - Outlook, Word, Excel, internet (Essential)
- 2.4 A good understanding of refugee and asylum seekers' issues and needs (Desirable)
- 2.5 An awareness of support currently available to refugees and asylum seekers in Wales (Desirable)
- 2.6 Knowledge and understanding of equal opportunity and diversity issues (Desirable)

3. Personal Characteristics

- 3.1 Empathy with the experiences of refugees and asylum seekers (Essential)
- 3.2 Meticulous attention to detail (Essential)
- 3.3 Strong administration skills (Essential)
- 3.4 A desire for evaluation and continuous learning (Essential)
- 3.5 An analytical and inquisitive mind (Essential)
- 3.6 Well organised with the ability to work under pressure and prioritise workload (Essential)
- 3.7 The ability and willingness to travel with occasional overnight stay away from home (Essential).