



Leicester City of Sanctuary

JOB DESCRIPTION

PROJECT OFFICER

JOB TITLE	Project Officer - Engagement/Activities
JOB PURPOSE	To lead on activities, support service users to engage within the wider community and raise awareness of the charity more widely
REPORTING TO	Chief Officer
HOURS	0.6 FTE based on a 37.5 hour week
SALARY	£25,242 - £28,684 FTE - pro rata for 0.6 (22.5 hours)
LOCATION	Home and office based, attending LCoS activity as necessary (required on Tuesdays and Wednesdays)

RESPONSIBILITIES AND DUTIES

Overview

1. Working with the team to build a culture of welcome and support for asylum seekers and refugees in Leicester, within the framework of policies agreed by Trustees.
2. Working with volunteers to ensure that the weekly activities for asylum seekers and refugees runs smoothly.
3. Engaging with community organisation, in particular, schools to raise awareness of LCoS, and develop our Schools of Sanctuary offer
4. Providing general administrative support and record keeping.

Service provision and project management

5. Activities - leading our Tuesday Conversation Club, external trips and visits and facilitating service users to attend other community events in Leicester
6. Engagement - proactively engaging with local organisations to raise awareness of LCoS Streams of Sanctuary, in particular schools
7. Contributing to the development of new activities as and when required leading on delivery
8. Maintaining an overview of external events, and working with partners to co-ordinate trips and visits
9. Attending meetings on behalf of the organisation, as appropriate
10. Being present at the weekly hub to support provision and activities, and as a point of contact for service users
11. Maintaining a working knowledge of referral routes and supporting with low level casework, liaising with staff members
12. Providing information about events to service users and encouraging them to attend, accompanying groups where necessary
13. Supporting the team with registration of new users and casework where required

14. Accompanying service users on trips out into the wider community, external events and taking a lead on collecting feedback for activities
15. Working with staff team to support volunteers and ensuring the information is fed back to Chief Officer
16. General administration and other duties that ensure smooth running of the sessions

Social media and online presence

17. Contributing to LCoS Social Media pages with updates and good news stories

Volunteer recruitment and support

18. Assisting and supporting volunteer training both in person or online as required
19. Attendance at quarterly Operational Team and other staff and volunteer meetings
20. Supporting with events and trip planning

Record keeping and evidence gathering

21. Collecting statistics and assisting in monitoring and impact evaluation for LCoS activities and ensuring they are recorded in the software package provided
22. Collating information for grant monitoring reports and assisting with report writing, and other written materials
23. Researching and maintaining a comprehensive of list of similar support services in other cities and making referrals as required
24. Keeping track of and recording which service users have been granted LTR and which have been moved to other towns/cities

Knowledge

25. Good understanding of barriers to engagement for asylum seekers and refugees
26. Some knowledge of local support for asylum seekers and refugees
27. Language skills would be advantageous
28. Lived experience would be advantageous but not an essential requirement

Other responsibilities

Undertaking any reasonable requests for other duties required to ensure the smooth and purposeful running of Leicester City of Sanctuary, subject to overall hours available.

Requirements

This role requires permission to work in the UK and a full DBS check.

Person Specification

Essential	Method of Assessment
Teamworking skills - personable, works with others well, shares and communicates, owns tasks and contributes to team	Application/Interview
Ability to organise and deliver activities/events	Interview
Administration skills/Record keeping	Application/Interview
Local knowledge/ability to network and	Application/Interview

research local events and activities	
Experience of engagement and encouraging participation with hard to reach communities	Application/Interview
Awareness of safeguarding	Interview
Good written and verbal communication skills	Application/Interview
Desirable	
Knowledge of local support for asylum seekers and refugees	Interview
Knowledge of Right to Remain Toolkit	Application
Language skills (Farsi, Dari, Pashto, Arabic, Tigrinya)	
Lived experience	
Knowledge of community and faith groups and events local to Leicester	Interview
Experience of working in the charity sector, in particular working with volunteers	Interview

Closing date for applications: 30th May, 2026

Hub visits for shortlisted candidates: 10th June

Interviews: Friday 19th June (TBC)

Please apply with your CV and a covering letter that outlines your experience relevant to the role. Shortlisted candidates will be invited to visit our hub and then invited to interview.

For an informal conversation about the role, please contact: hafsa@leicester.cityofsanctuary.org to arrange a call.