Job title:	Integration Programme Manager
Reporting to:	Head of Programmes
Location:	Reading (with travel across Berkshire)
Salary:	£38,000
Hours:	37.5hrs per week]
Contract term:	Permanent

About RSG:

The Refugee Support Group was established in 1994 to address the pressing needs of refugees and asylum seekers in Reading. Over the years, RSG has evolved into a key player in the community, dedicated to upholding the rights and well-being of those seeking sanctuary. With a vision of creating a welcoming and inclusive Berkshire, RSG aims to ensure that every sanctuary seeker is embraced and valued within the community. Our mission focuses on providing comprehensive support and advocacy for refugees and asylum seekers, promoting their well-being, integration, and active participation in society.

About the Role:

- The Integration Programme Manager will lead the development and delivery of RSG's integration programmes, helping refugees, asylum seekers and migrants to build connections, confidence and a sense of belonging in their new communities.
- The postholder will facilitate meaningful community engagement across Reading and Berkshire, bringing together sanctuary seekers, local residents, partner organisations and community groups.
- Reporting to the Head of Programmes
- The Manager will line manage the Integration Programme Coordinator and the Sports & Wellbeing Coordinator, providing leadership, direction and support to ensure high-quality, joined-up delivery.
- The role will play a key part in ensuring RSG's integration work contributes to its mission of empowerment, wellbeing, inclusion and equal opportunity for all.

Key Responsibilities:

Programme Development & Delivery:

- Develop, implement and review RSG's integration programmes in line with the organisation's strategy and the needs of sanctuary seekers.
- Design new initiatives that promote social connection, language and life skills, wellbeing, and access to local services and opportunities.

- Oversee the planning and delivery of activities, events, sports and wellbeing sessions, and volunteering opportunities.
- Ensure programmes are accessible, inclusive, trauma-informed and responsive to participants from diverse backgrounds.
- Set programme objectives, workplans and budgets, and ensure delivery is on time and within budget.

Community Engagement:

- Facilitate community engagement that brings sanctuary seekers and local communities together to build understanding and cohesion.
- Build relationships with community groups, faith organisations, schools, local businesses and residents across Berkshire.
- Organise community events, celebrations and awareness activities that increase visibility and challenge negative perceptions.
- Involve participants and people with lived experience in shaping, co-producing and leading programmes.
- Represent RSG at community forums, networks and partnership meetings.

Team Leadership & Line Management:

- Line manage, supervise and support the Activity & Volunteer Coordinator and the Sports & Wellbeing Coordinator.
- Hold regular one-to-ones and annual appraisals, set clear objectives and support staff training and development.
- Foster a positive, collaborative team culture and ensure workloads are well planned and manageable.
- Ensure coordinated activity across the integration team so that programmes complement one another.

Volunteer Programme Oversight:

- Oversee the recruitment, training, support and retention of volunteers supporting integration activities, working with the Activity & Volunteer Coordinator.
- Ensure volunteer policies, role descriptions and recognition processes are in place and followed.
- Create volunteering pathways that enable sanctuary seekers to gain skills, experience and confidence.

Partnership Development:

- Develop and maintain strong relationships with local authorities, statutory services, voluntary sector organisations, health partners, education providers and employers.
- Identify opportunities for joint working and referral pathways that extend the reach and impact of RSG's programmes.

- Promote RSG's integration work and the positive contribution of refugees and migrants to local communities.

Safeguarding & Compliance:

- Ensure all integration activities operate in accordance with RSG's safeguarding policies and procedures.
- Act as a point of escalation for safeguarding concerns within the team and ensure concerns are recorded and addressed promptly.
- Ensure staff and volunteers hold appropriate DBS checks and safeguarding training.
- Ensure risk assessments are completed and health and safety requirements are met across all activities.

Funding & Sustainability:

- Work closely with the Head of Programmes, Grants Officer and Senior Management Team to identify funding opportunities.
- Lead on or contribute to funding applications, project proposals and funder reports for integration programmes.
- Manage programme budgets and support the development of sustainable funding models.

Monitoring, Evaluation & Reporting:

- Develop monitoring and evaluation frameworks to measure the outcomes and impact of integration programmes.
- Ensure accurate participant, activity and volunteer records are maintained.
- Produce regular reports for the Head of Programmes, Trustees, funders and stakeholders.
- Use data and participant feedback to continuously improve programmes and services.

General:

- Promote the aims and abide by RSG policies and procedures.
- Always have due regard in the planning and execution of duties to RSG.
- Carry out any other related tasks as required by the RSG management team and Trustees.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Undertake such duties as may be identified as generally compatible with the functions of the post.

Essential Criteria:

Qualifications:

- Relevant qualification in Community Development, Social Work, Social Sciences, Programme or Project Management, or equivalent experience.

Experience:

- Experience developing and managing community-based programmes or projects.

- Experience of line managing and supporting staff.
- Experience of community engagement and working with diverse communities and underrepresented groups.
- Experience of overseeing volunteer programmes.
- Experience developing partnerships and stakeholder relationships.
- Experience managing budgets, contributing to funding applications and reporting on project outcomes.

Knowledge:

- Understanding of the issues and barriers facing refugees, asylum seekers and migrants, and the factors that support successful integration.
- Knowledge of safeguarding legislation and best practice.
- Understanding of equality, diversity and inclusion principles.
- Knowledge of monitoring and evaluation methods.

Skills:

- Strong programme and project management skills.
- Excellent leadership, communication and interpersonal skills.
- Ability to build partnerships and influence stakeholders.
- Strong organisational, planning and administrative skills.
- Ability to monitor, evaluate and report on outcomes and impact.
- Ability to motivate and inspire staff, volunteers, participants and partners.

Desirable Criteria:

- Project or programme management qualification
- Safeguarding qualification.
- Experience working within the voluntary, charitable or community sector.
- Experience working with refugees, asylum seekers or migrant communities.
- Knowledge of local services, community networks and organisations across Reading and Berkshire.
- Lived experience of displacement or migration.
- Additional language skills relevant to the communities RSG supports.
- Experience securing grant funding.

Key Outcomes:

The postholder will be expected to:

- Develop and deliver a coherent, high-quality programme of integration activities.
- Increase community engagement and social connection between sanctuary seekers and local communities.
- Lead a motivated, well-supported integration team.

- Grow and sustain an effective volunteer programme.
- Strengthen partnerships with local authorities, community organisations and service providers.
- Contribute to securing funding for integration programmes.
- Demonstrate measurable impact on integration, wellbeing, inclusion and community cohesion.

Values & Behaviours:

The successful candidate will demonstrate:

- Compassion and empathy
- Professional integrity
- Cultural sensitivity
- Accountability
- Collaborative working
- Commitment to social justice and equality

Additional Information:

- Enhanced DBS check will be required.
- The role will involve travel across Berkshire and occasional evening and weekend work for events and activities.
- Ongoing training and CPD will be supported.

Benefits:

- Annual leave: 25 days plus bank holidays (pro rata). Additional day of leave added per year of employment (max 5 days)
- Pension: 6% employer contribution
- Employee Assistance Program (EAP): 24-hour confidential support line and access to counselling.
- Annual Welfare Days
- Probation period: 6-months

How to Apply:

Please ensure you refer to all criteria of the job description and person specification and submit the following documents to **recruitment@rrsg.org.uk**

- CV
- Cover letter explaining your suitability for the role.

Interview Type: In-person

Starting Date: Immediate start possible

Opening date: 6th November 2026
Closing date: 20th November 2026
Interviews to take place on 24th and 25th November.

Our commitment to equity and safeguarding:

Refugee Support Group is committed to equality, diversity, and inclusion and welcomes applications from people of all backgrounds. We particularly encourage applications from individuals with lived experience relevant to our work.