

Refuge



**For women and children.
Against domestic violence.**



**Project Manager
Applicant Information Pack**

Introduction from the CEO

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

Gemma Sherrington
CEO





We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

As we launch an ambitious new organisational strategy, we are investing in transformational programmes to expand and improve safe accommodation for survivors.

We are seeking an experienced Project Manager to play a key role in delivering a large property acquisition and refurbishment programme, helping create high-quality, safe spaces where survivors can rebuild their lives. This is an opportunity to deliver high-impact, purpose-driven work at scale. You'll play a vital role in expanding Refuge's services and supporting survivors of domestic abuse.

Salary

£41,643 per annum

An additional £3000 per annum London weighting allowance may be added to the above salary. Please be advised that this may not be applicable depending on your home location and any agreed permanent homeworking arrangement

Employment term:

This post is Full Time, 37.5 hours per week and Fixed Term (12-24 Months)

Location:

Hybrid, with a requirement to travel to service locations especially within Warwickshire and sometimes London, Derby or other service locations - to be agreed with the postholder.

Closing Date

9.00 am on 3 June 2026

Interview Date

11 or 12 June 2026

Advert

Refuge is embarking on significant transformation to expand and enhance safe accommodation across its services. At the heart of this journey is an opportunity for a skilled Project Manager to help turn vision into reality—shaping spaces that are not just buildings, but foundations for safety and rebuilding lives.

In this role, you won't simply manage projects—you will lead end-to-end, guiding properties from acquisition through to refurbishment and handover and ensuring the programme delivers the benefits intended. Working within a dynamic team, you will navigate complexity with confidence, bringing together contractors, stakeholders, and internal teams to deliver at pace, on budget, and with purpose. It's a role that calls for both structure and adaptability—where disciplined project management meets agile ways of working in a fast-moving and evolving environment.

We are looking for someone who is not only experienced in property projects, but who is energised by the impact their work can have. Someone who thrives on collaboration, can manage competing priorities, and understands the intricacies of delivering high-quality, compliant and trauma-informed spaces. Above all, we are seeking a Project Manager who wants their work to matter—who sees beyond bricks and mortar to the lives being rebuilt within them, and who is ready to play a meaningful part in Refuge's transformational journey.

Employment Terms

Salary

The annual full-time salary for this role is £41,643

Please note that an additional London Weighting, an allowance of £3,000 (pro rata for part-time employees) would be added for anyone based in London.

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

Days and hours of work

The contracted hours of work are 37.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked.

Probation

All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 6 months.

Annual Leave

Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

Pension

Refuge operates a qualifying salary sacrifice pension scheme with Aegon.

Employee Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation in achieving our aims, and we are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary
- Clinical supervision for all staff
- Confidential support and advice service via an employee assistance programme available 24 hours a day which provides support on a range of work and personal issues
- Enhanced sick pay leave which increases with length of service
- Excellent sector leading maternity, adoption, parental and paternity pay and leave
- Generous life cover scheme valued at three times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Opportunity to join our wide range of Equality Network Groups
- Access to free Will writing service
- The ability to apply for flexible working from day one. There will be space to discuss flexible working at interview
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

Training and Learning

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

JOB DESCRIPTION

Job Title	Project Manager
Directorate	Corporate Services
Reports to	Transformation Programme Manager
Responsible for	None
Location	Hybrid (to be agreed with post holder, travel to service sites especially within Warwickshire and London, Derby will be expected).
Working hours	37.5 hours per week
Working pattern	9.00am – 5.30pm, Monday – Friday

Role Outline

The Project Manager will lead the planning, delivery, and risk management of property acquisition and refurbishment projects for safe accommodation for survivors of domestic abuse.

This role requires working collaboratively across teams, partners, and stakeholders, using flexible and agile approaches to adapt to changing priorities and ensure projects are delivered on time, on budget, and to Refuge's standards.

Key Accountabilities

- Lead project delivery with cross-functional teams, promoting agile ways of working.
- Develop property acquisition briefs, specifications, and quality standards.
- Manage project budgets, cashflows, and funding applications.
- Ensure legal, financial, and operational readiness of properties.
- Commission and coordinate contractors, consultants, and compliance with health, safety, and building regulations.
- Monitor progress, risks, and quality through regular reporting and site inspections.
- Ensure smooth handover of properties into business-as-usual operations with proper documentation.
- Develop funding applications for capital projects
- Build strong collaborative relationships with internal teams, external partners, and stakeholders.
- Foster continuous improvement and innovation within project delivery.
- Promote Refuge values, sustainability, safeguarding and trauma-informed practice.

And also:

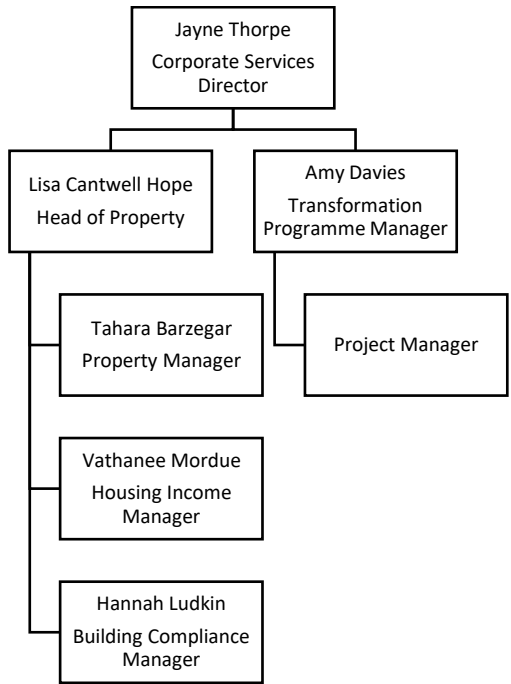
- Undertake other activities as relevant to the nature and level of the role.
- Developing and maintaining positive, collaborative working relationships with other Refuge staff.
- Enhancing personal capability by undertaking continuous personal development activity and maintaining up to date knowledge.
- Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Demonstrating an understanding of and commitment to Refuge's values and to equity, equality, diversity and inclusion.

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

It is essential to the development of Refuge's work that the post holder can respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.



Team Structure Chart



Please note that this role will work closely with the Property Team (the Head of Property and Property Manager in particular) as well as with Services colleagues across the areas where new properties will be purchased and onboarded.

Person Specification

Experience, Knowledge & Qualifications

- Experience in managing end-to-end property acquisition and refurbishment, including all relevant due diligence.
- Knowledge of health, safety, building regulations, and planning permissions in supported accommodation.
- Experience managing contractors and commissioning work, including all relevant contract due diligence.
- Experience of managing complex, multi-stakeholder property projects.
- Experience in managing capital budgets.
- Demonstrated ability to work agilely, adapting plans and priorities as needed.
- Experience of trauma-informed approaches, particularly in projects supporting survivors of domestic abuse.
- **Desirable:** experience in social housing, local authority, or residential property environment.
- **Desirable:** Experience of writing capital funding applications

Skills

- Strong organisational, financial, and problem-solving skills.
- Excellent collaboration and stakeholder management.
- Ability to work flexibly, adapt to change, and lead agile project delivery.
- Effective communication, report writing, and influencing skills.
- Strong IT proficiency.

Personal Qualities

- Acts with integrity and shows a commitment to upholding professional standards.
- Innovative and creative approach to developing solutions.
- Ability to see the bigger picture whilst also having an eye for detail.
- An interest in and commitment to the long-term success and development of Refuge.
- Acts as a role model for the organisation.
- Demonstrates a commitment to follow Refuge's policies and procedures.
- Demonstrates a strong commitment to Refuge's values and principles including equality, equity, diversity, inclusion and in trauma-informed practice

Who Are We Looking For?

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

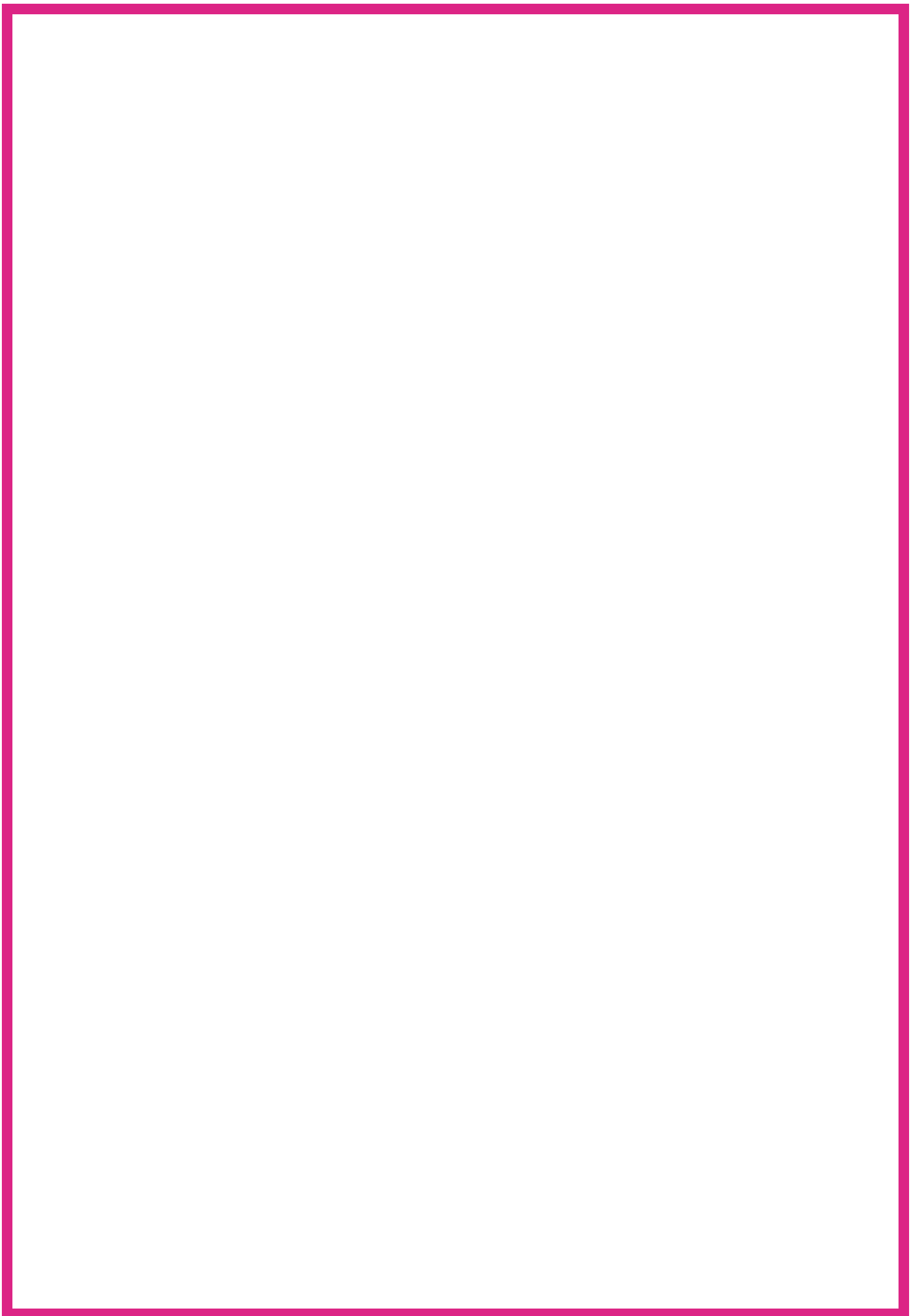
For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.

An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident Employer. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. We welcome applications from everyone and will be happy to make reasonable adjustments to support people to either apply or undertake the role (if successful) please email recruitment@refuge.org.uk to discuss further. Furthermore, we will support any eligible applications made to [Access to Work](#) - a government run programme which supports disabled and neurodiverse employees meet additional access related costs at work.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- We have created a [Respect Charter](#) to complement our values to support our EEDI journey in creating an inclusive and respectful environment both within Refuge and beyond.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism
- Allies
- Women's
- Disability and Neurodiversity Matters
- Migrants ENG



How To Apply

Key Information and Deadlines

To apply please access our online application form via our website: <https://refugecareers.ciphrirecruit.com/Applicants/vacancy>

Applications must be completed and submitted by 9.00am on 3 June 2026

- If you have any questions or want to discuss the post before applying, please contact us via email to recruitment@refuge.org.uk
- You can also find out more information about Refuge at www.refuge.org.uk

Interviews will take place via video conference or in person on either 11 or 12 June 2026.

Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY*. The full values can be downloaded from our [website](#)

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

Applications from Refuge Service Users and Survivors

Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

Our commitment to inclusive recruitment

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

Other information

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

Data Protection Act

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes immediately.

