



Upbeat Communities is a charity that exists to help refugees settle and rebuild their lives in the UK. We have been empowering refugees since 2005.

About us.

Upbeat Communities was founded in response to the needs of refugees arriving in the UK and the stories they shared of their lives and their journeys. Through building relationships with those from refugee communities we were able to identify their needs and the best ways to respond.

One of the best resources a refugee can have to help them settle in their new home is a good social network. Relationships and connectedness can help overcome the many challenges faced by those seeking refuge. With this aim, we want to help connect refugees into community.

Our name reflects our vision to see thriving, positive communities where refugees can contribute and make the most of opportunities.

We greet new arrivals with our **Welcome Boxes** befriending project. We offer free **English classes** and **community activities** to help refugees (adults and children) integrate. We empower refugees to rebuild their lives through **Host Derby** (temporary accommodation), **mentoring** (careers guidance) and the **UK Refugee Resettlement Scheme**, which local authorities contract us to deliver. We also empower the local community through awareness raising. Our organisational values, lived out by our staff and volunteers, are:

Upbeat Communities' Christian ethos is the driving force behind why we were started and the basis for the values that we hold as a charity. Jesus's primary message was 'to love your neighbour as you love yourselves'. We seek to embody this by showing love and compassion to refugees who have been displaced by war, conflict or persecution. Many of our team are Christians but we are also eager to build a team that is representative of the diverse nationalities, faiths, and life experiences of the communities we work with.

The successful candidate will have a positive attitude and play an important part in delivering the best possible support to those we work with. You will be committed to, and actively demonstrate,

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our values, ethos and practices to achieve our vision – **to see thriving positive communities where every refugee can contribute and make the most of opportunities.**

Staff Competency Framework.

The following competencies outline the expectations and standards for leadership and operational excellence within Upbeat Communities. They reflect the values that underpin our work, the core skills needed to deliver high-quality services, and the leadership capabilities required to support a growing and evolving organisation.

This framework is designed to provide clarity about the behaviours, knowledge, and approaches that enable individuals to succeed in their roles while contributing to a positive organisational culture. It supports professional development, helps guide performance conversations, and ensures that our work remains aligned with our mission, values, and strategic priorities.

The competencies are grouped into four areas:

- Foundational Values, which reflect the attitudes and behaviours that shape how we work together and with the communities we serve.
- Core Competencies, which describe the essential skills and capabilities required across roles.
- Leadership Competencies, which outline the expectations for those leading teams, projects, and organisational change.
- Role-Specific Competencies, which define the specialist knowledge and responsibilities associated with particular roles. These are in the Job Description for the role.

Together, these competencies help ensure that Upbeat Communities continues to deliver high-quality, compassionate, and effective support while fostering a culture of learning, collaboration, and continuous improvement.

Foundational Values

- Excels in emotional intelligence, creating deep connections and mentoring others in emotional awareness.
- Embodies compassion in action, inspiring others to create a culture of care and community impact.
- Drives a culture of learning and excellence, mentoring others and integrating innovative ideas into practice.
- Leads with empowerment, creating opportunities and mentoring others to take ownership of their actions.

Core Competencies

- Excels in workload management, maintains calm under pressure, and mentors others in effective task prioritisation.
- Demonstrates advanced proficiency in Microsoft Office tools, leveraging them for complex tasks and mentoring others.
- Demonstrates knowledge of and sensitivity to refugee and asylum seeker needs, actively supporting their wellbeing and empowerment.
- Thrives in dynamic settings, leads through change, and mentors others in adaptability and task management.
- Excels in problem-solving, making confident decisions and inspiring proactive approaches in others.
- Excels in interpersonal skills, fostering deep connections, and mentoring others in communication and collaboration.
- Embodies integrity, consistently aligning actions with organisational values and mentoring others in ethical behaviour.
- Champions cultural inclusion, driving initiatives that promote diversity and fostering a culture of respect.

Leadership Competencies

- Demonstrates expert leadership, inspires organisational change, and mentors others in leadership principles.
- Leads large-scale innovation initiatives, inspires creative thinking, and pioneers new methods or solutions.
- Excels in complex negotiations, manages high-stakes discussions, and mentors others in negotiation techniques.
- Leads initiatives for personal and team development, sharing expertise and fostering a culture of learning.
- Inspires ambition in others, aligns goals with strategic priorities, and achieves exceptional outcomes.
- Strategically manages stakeholder networks, leads engagements at senior levels, and mentors others in relationship management.
- Leads financial strategy, aligns resources with organisational goals, and mentors others in financial management.
- Excels in strategic leadership, influences organisational direction, and innovates in planning processes.
- Leads complex risk management initiatives, advises on organisational risk, and mentors others.
- Excels in people leadership, inspires high performance, and mentors managers in team development.

- Strategically develops and leverages an extensive network, influencing key partnerships, and mentoring others in building professional relationships.

What we offer as an employer.

We care about the wellbeing and everyday needs of our team. Here's what you'll have access to:

 **Your birthday off** – enjoy a paid day off to celebrate.

 **33 days' annual leave** (*including bank holidays, pro rata for part-time roles*) – plenty of time to rest and recharge.

 **Free virtual GP appointments** – quick, convenient medical advice when you need it.

 **Employee Assistance Programme** – confidential support for personal or work-related challenges.

 **Childcare savings** – access salary sacrifice options through Mintago and Yellownest.

 **Cycle to Work scheme** – save money while staying active and sustainable.

 **Retail discounts** – make your money go further with exclusive offers via Mintago.

 **Financial wellbeing support** – access webinars, pension guidance, and free consultations with a financial adviser through Mintago.

 **Wellbeing support** – access regular wellbeing initiatives and resources.

 **Training and development opportunities** – we invest in your growth through courses, workshops, and coaching.