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**A positive future for
EU citizens in the UK**

Charitable Incorporated Organisation: 1184580 (Charity Commission) SC052326 (Scottish Charity Regulator)

Accredited Level 3 Immigration Advice: IAA N201900057 (Immigration Advice Authority)



Job description

- Job title: Service Manager (Job Share)
- Reporting to: CEO
- Duration: 35 hours per week (full time) for 12 months with the possibility of extension. The Job Share partner is 4 days per week.
- Location: Hybrid role. Responsibilities UK-wide with special attention to localities in England and Wales. Mainly remote working plus at least 4 days per month at Settled's Cardiff Bay office and some travel to cities in other parts of the UK.

About Settled

Settled is a charity founded in 2019 to ensure that EEA and Swiss citizens who previously made a home in the UK could retain and exercise their rights here following the UK's exit from the EU. Our work includes helping EU citizens and their families to secure their immigration status under the EU Settlement Scheme and supporting them to exercise their rights to live, work, access services, join family and travel freely in and out of the UK. We have a particular focus on the needs of vulnerable groups such as children, the elderly, Roma communities and victims of domestic abuse and trafficking. In early 2022 our work expanded to include a new pre- and post- arrival advice service for people coming to the UK from Ukraine.

Settled provides information, advice and support services throughout the UK via multilingual telephone helplines and online forums, and in person. It is registered to give immigration advice at IAA Level 3. A small staff team co-ordinates a multidisciplinary network of 50+ volunteers of different nationalities and languages.

Several million EU citizens and their family members live in the UK. Exact figures are unknown but by 30 September 2025, over 8 million applications have been made to

the EU Settlement Scheme, 4.3 million EU citizens had been granted settled status and 2.9 million pre-settled status under the EU Settlement Scheme and an unknown number are in the UK but have not applied. There remains large-scale need for support with this system and for advisers to act as intermediaries with authorities to ensure EU citizens overcome barriers to accessing benefits, healthcare and other services, and can rent properties and take up opportunities for work, study and voluntary activities. Even for those EU citizens who can exercise their rights without difficulty, we know that Brexit has had a complex impact on their emotional wellbeing. Ukrainian citizens similarly need a sense of inclusion and belonging. Practical interventions are needed to increase respect for the heritage and culture of EU and Ukrainian citizens and their contributions to the UK and encourage their part in the future of this country and the future of Europe.

Main purpose of the job

Provide responsive, reliable, high-quality, information, advice and support services to EU citizens in the UK on the EU Settlement Scheme and related rights, in a range of languages.

Manage staff and volunteers to provide services remotely (UK-wide) and face-to-face in different locations across England and Wales. Manage Settled's office in Cardiff Bay.

Deliver services according to a grant agreement with the Welsh Government. Ensure record-keeping, report against targets, build relationships with stakeholders and pursue funding opportunities to sustain services.

Please note this is a job share role: The responsibilities set out below are shared between two positions. The post-holders may agree to share all responsibilities equally, or they may each take sole responsibility for some areas. The full-time postholder is expected to fulfil responsibilities in Wales.

Responsibilities

Providing and sustaining information, advice and support services

1. Provide responsive, reliable, high-quality information, advice and support services to EU citizens, accredited at IAA Level 1. Deliver these services by delegating to staff and volunteers, but also directly providing advice on a rota and as at other times as needs arise. Provide advice mainly on concerns arising

from the EU Settlement Scheme, and access to associated rights and services, with the flexibility to provide advice on other related aspects of immigration law if appropriate. Provide advice services by responding to emails, online referral forms, telephone helplines and requests via Facebook forums. Work closely with Settled's Senior Immigration Advisers to ensure an effective response to complex cases.

2. Ensure Settled's services are accessible in localities and communities where need is greatest. Provide services in a range of languages commonly spoken by EU citizens, targeting languages spoken by the most marginalized individuals. In a limited number of locations, depending on need and resources, offer outreach and face to face advice to individuals or groups.
3. Ensure clear, accurate information updates are available to volunteers and clients when there are changes affecting their rights. Occasionally participate in webinars to further share advice.
4. Maintain a safe, pleasant and welcoming office environment in Cardiff Bay, encourage volunteers and staff to make use of the office and manage any paper mail. Ensure that insurers and telephone providers deliver an appropriate service for the organisation.
5. Regularly monitor performance against the targets set by funding agreements with the Welsh Government and other funders. Provide quarterly performance reports and funding claims for the Welsh Government and an annual evaluation. Provide an annual statistics report and other reports as needed by Settled's funders, regulators or trustees.
6. Ensure that the casework database (CharityLog) is properly completed, resolve any database issues arising for staff and volunteers and oversee any improvements in this database.
7. Improve awareness of the rights and experiences of EU citizens, the need for specialist advice and the importance of Settled's work. Maintain and develop relationships (including setting up and attending online and face -to – face meetings) with organisations in the voluntary and legal sector, with the Home Office, staff and politicians at the Senedd, and European institutions like the EU Delegation and European Parliament. Attend specialist network meetings focussed on needs-led service provision in Wales and UK-wide. Work with Settled's Communications Manager as needed.
8. Continually review emerging needs identified through our services and through intelligence gathered by volunteers and local communities. Seek regular

feedback from service users about the effectiveness of services provided. Continually refine services to improve standards and efficiency, address priority needs and ensure relevance. Seek opportunities and, through meetings and written applications, help secure funding to sustain Settled's advice services in England and Wales. Adapt services and roles to take account of changes in available resources.

Managing staff and volunteers

1. Recruit and manage a small, busy expert staff team and a larger network of skilled and trustworthy volunteers that together provide specialist, multi-lingual advice (remote and face-to-face). Keep appropriate records about volunteers and volunteering activities.
2. Ensure that both staff and volunteers receive sufficient training and guidance to carry out their duties to a high standard and in accordance with agreed policies, plans and contracts. Assist both staff and volunteers to increase their accreditation and qualifications in the field of immigration advice.
3. Delegate work to staff and volunteers, oversee processes for ensuring the quality of accuracy of multi-lingual advice services. Ensure that staff and volunteers understand when to seek your advice and when and how to refer to other staff or external organisations for help. Assess requests for travel and other expenses.
4. Foster a collaborative, supportive and inclusive team culture. Provide ongoing support and guidance, hold regular meetings, resolve difficulties, organise occasional social meetings and enable staff and volunteers to participate in decision-making processes.

Standard tasks for all posts

1. Develop and maintain suitable record-keeping for your area of responsibility covering activities delivered, outcomes achieved and feedback. Analyse results, produce reports for internal monitoring and for funders and plan for greater impact.
2. Ensure that you have sufficient technology to carry out your responsibilities, collaborating with Settled's IT support contractor as needed.

3. Manage expenditure for your area of responsibility in accordance with Settled's financial management policies and ensure reasonable care is taken of Settled equipment.
4. Follow good practice guidelines on volunteer management and retention, including risk management. Foster a culture of respect and teamwork between volunteers and staff.
5. Maintain good relations with other related organisations and professional networks. Be an ambassador for Settled, helping to communicate its achievements and vision to a wider audience. Share learning from Settled's services, taking appropriate account of confidentiality and respect for clients.
6. Be alert to new funding opportunities that can sustain Settled's work and report these to other members of the team.
7. Work supportively within a busy staff team, participate in internal meetings and planning processes and contribute to organisational development. Attend Settled's annual general meeting. Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

Person Specification

Important note: Settled is proud of the diversity of its friendly and supportive staff team. Our staff are from a wide range of nationalities, backgrounds and life experiences. Below is a list of what we think is needed to succeed in this job. We warmly encourage candidates from all backgrounds to apply and recommend that you explain how your own unique experiences and skills match these requirements. We are listening!

Professional knowledge, skills and experience

1. Accredited IAA Level 1 EUSS and preferably IAA Level 1 Immigration.
2. Service and project management ability, ideally in immigration advice, sufficient to manage information and advice services online, by phone and face-to-face in different locations, tailored according to needs.
Understanding of the complexities of managing services in a range of languages.
3. Knowledge of issues facing EU citizens UK-wide, especially in England and Wales, the EU Settlement Scheme and associated rights and services and willingness to learn.

4. Ability to work remotely and undertake work from Settled's Cardiff Bay office and some travel to cities in other parts of the UK.
5. Ability to manage contracts for office rental, insurance and telephones.
6. Ability to record and analyse data and share learning from Settled's services, taking appropriate account of confidentiality.
7. Ability to build mutually beneficial relationships with external colleagues, policy makers and funders, UK-wide and with understanding of the different contexts in England and Wales.
8. Ability to secure new grant or project funding and to adapt general project management skills to deliver new projects.
9. Ability to motivate, co-ordinate and manage staff and volunteers in accordance with best practice.
10. Ability to speak another language in addition to English is not essential but is an advantage.

Personal skills/qualities

1. Ability to work successfully in a job-share role.
2. Honesty, integrity and good listening skills. Can work ethically, sensitively and credibly with beneficiaries, volunteers, supporters and external professionals.
3. Welcoming, positive and proactive, with initiative and the drive to succeed. Able to prioritise tasks and resolve problems.
4. Well-organised, enjoys responsibility, able to work independently.
5. Ability to prioritise tasks, resolve problems, and set and achieve goals within agreed timescales.
6. Flexibility to vary working hours in order to respond to deadlines or opportunities. Resilience under pressure.
7. Ability to work both remotely and from the Cardiff Bay office. Ability to travel within Wales and to cities in other parts of the UK.
8. Ability to work supportively and effectively in a national charity with a busy team of staff and volunteers. Commitment to equal opportunities.

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