

Refugee Employment Network

Digital Product Lead

Job Description & Person Specification





Job Title	Digital Product Lead
Salary	£32,000 full-time equivalent (pro rata £19,200 for 3 days per week or £25,600 for 4 days per week.)
Working hours	3 or 4 days a week The Refugee Employment Network (REN) is committed to flexible working, and we are open to discussing arrangements to accommodate your needs.
Contract	Fixed term contract from September 2026 until 31 March 2027, with the potential to extend subject to future funding.
Reports to	Chief Executive Officer
Location	Wales This is a remote, home-based role and candidates must be based in Wales. As this role is funded by the Welsh Government to support the delivery of our Wales-based Refugee Employment Marketplace pilot, it is a requirement that the postholder is based in Wales and able to build relationships and engage with stakeholders across the country. The role will require travel to various locations across Wales for in-person meetings, events and partnership activity. We recognise that remote working may not be suitable for everyone and are happy to discuss any specific requirements with successful candidates.
Benefits	<ul style="list-style-type: none">● 30 days annual leave, plus bank holidays (pro rata if part time)● 2 volunteer days a year. You can use 2 days per year to volunteer in other places to improve your skills● Pension scheme● Employee Assistance Programme (which provides free, confidential, advice and support on a range of work, personal and family issues.)
Expert by Experience	We strongly encourage applications from people who identify as experts by experience. At REN, we recognise experts by experience as people with lived experience of forced



	displacement, migration, or the UK asylum and immigration system. This includes refugees, people seeking asylum, migrants and other displaced people whose lived experience brings valuable insight to our work.
Closing date for applications	<u>Sunday 9 August, 5pm</u>
Interview Process and Dates	<ul style="list-style-type: none"> • Online information session - 1pm-1.30pm, Thursday 16 July. Email Hello@refugeeemploymentnetwork.org to register • 18/19 August: 1-hour interview • 24 August: Final interview, including a presentation <p>Interview questions and presentation briefs will be provided in advance of each interview stage.</p>

About the Refugee Employment Network

Our mission is to ensure that all refugees can access appropriate, fulfilling and paid employment in the UK.

The Refugee Employment Network (REN) is the UK's national network dedicated exclusively to refugee employment. With a growing network of 400+ members across all four UK nations, REN is uniting a national community committed to creating opportunities for refugees, spanning a wide range of industries and professions.

We connect refugees to job opportunities

Our Jobs Board, mentoring programmes, and job fairs connect refugee talent directly with employers and employment opportunities, and employers to refugee talent.

We strengthen the refugee employment ecosystem

Our network of businesses, local authorities, and refugee charities collaborates to advance refugee employment, share best practices, and drive systemic and scalable change.

We Influence Policy and Shift Narratives

We advocate for refugees' right to meaningful, dignified work. We influence employer practices, public perceptions and government policies to support refugee-inclusive employment.

About the role

We are seeking an experienced Digital Product Lead to lead the implementation, rollout and continuous improvement of the Refugee Employment Marketplace and wider digital systems across the Refugee Employment Network.



The Refugee Employment Marketplace is a digital platform connecting displaced people with jobs, employers and employment support.

Working closely with developers, partners and users, you will help ensure the Marketplace is successfully implemented, accessible, adopted and scaled across Wales and the wider REN network. This is a hands-on role combining digital product delivery, project management and user support.

Purpose of the Role

- Lead the implementation, rollout and continuous improvement of the Refugee Employment Marketplace.
- Ensure REN's digital platforms and systems are integrated, accessible, secure and aligned with organisational and user needs.
- Support the successful adoption of the Marketplace by employers, charities, local authorities, employment advisers and displaced people.
- Scale the impact of the Marketplace by connecting more displaced people with jobs, employers and employment support, while increasing employer engagement across the platform.

Key Responsibilities

1. Digital Product Development & Delivery

- Lead the implementation, customisation and continuous improvement of the Refugee Employment Marketplace to meet REN's organisational goals and user needs.
- Work with external platform providers and developers to coordinate product delivery, customisation, timelines and ongoing improvements.
- Build and maintain project plans, documentation and delivery processes to support successful implementation and rollout.
- Coordinate platform testing, user feedback and troubleshooting to improve functionality, accessibility and user experience.
- Support the integration of REN's wider digital systems, including website and CRM.
- Oversee digital security, data protection and GDPR compliance across REN's digital platforms and systems.

2. Co-design & Partnerships

- Convene and coordinate REN's Digital Advisory Group to inform the design and continuous improvement of the Refugee Employment Marketplace.
- Facilitate focus groups, user testing and feedback sessions with refugees, employers, charities, local authorities and employment advisers to improve platform design, accessibility and user experience.
- Ensure experts by experience are meaningfully involved in shaping and testing the platform.
- Build strong relationships across REN's network to support collaboration, learning and the growth of the Marketplace.

3. Platform Rollout, Training & User Support

- Lead the rollout and adoption of the Refugee Employment Marketplace across Wales and the wider REN network.
- Develop onboarding processes, guidance materials and training resources to support effective use of the platform.
- Deliver training and support for employers, charities, local authorities, employment advisers and refugees using the platform.
- Act as the first point of contact for user support, including account setup, login support, troubleshooting and user journey guidance.
- Monitor platform engagement and user feedback to improve adoption, accessibility and user experience.

4. CRM, Website & Digital Infrastructure Management

- Lead the scoping, procurement and implementation of a new CRM system, including developing the brief, managing the tender process and coordinating delivery with external providers.
- Work with the Network Coordinator to support the transfer, organisation and integration of REN's data, contacts and systems into the new CRM.
- Oversee the integration and continuous improvement of REN's website and wider digital systems to ensure they are connected, accessible and effective.
- Develop scalable digital systems and processes that strengthen REN's operations, network engagement and impact.

5. Data, Reporting & Digital Compliance

- Lead on data protection, GDPR compliance and digital security across REN's digital platforms and systems.
- Maintain accurate, secure and effective data management practices, including user records, permissions and data quality.
- Develop reporting processes and dashboards to monitor platform performance, engagement and impact.
- Ensure REN's digital systems and processes meet legal, regulatory and cyber security standards, identifying and addressing risks where needed.

6. Marketplace Growth, Sustainability & Impact

- Work with the CEO to develop and implement a sustainable growth plan for the Refugee Employment Marketplace, including paid employer packages, services and long-term income generation.
- Build relationships with employers, industry bodies and strategic partners to grow platform adoption, secure opportunities and strengthen the value proposition of the Marketplace.
- Support the matching of displaced talent to jobs, opportunities and employment support, including manual interventions where needed to improve outcomes and user experience.
- Track and report on employment outcomes, employer engagement and platform impact to inform growth, improvement and sustainability.

Person Specification

We recognise that candidates may bring transferable skills, professional expertise and lived experience from a range of sectors and backgrounds. We encourage applications from people who can demonstrate the skills, knowledge and potential to succeed in this role, even if they do not meet every requirement listed below.

We welcome experience gained through paid work, voluntary roles, community leadership or lived experience, in the UK or internationally.

Essential

Digital Product & Project Management

- Experience managing or supporting the development, implementation, rollout and continuous improvement of digital products, platforms or technology-enabled projects.
- Experience managing external developers, contractors or digital suppliers to deliver digital products or systems.
- Strong organisational and project management skills, with the ability to work independently, use initiative and manage competing priorities.
- Experience supporting the implementation and adoption of new digital products, platforms or systems.

Partnerships & Training

- Strong relationship-building skills, with experience developing partnerships and growing engagement with employers, charities, government or sector organisations to support the adoption and growth of a digital product, platform, project or service.
- Experience facilitating workshops, focus groups or training sessions to support the adoption of digital tools or systems, or equivalent transferable experience.
- Ability to communicate digital information clearly to non-technical audiences through training, onboarding and user support.

Digital Systems & User Support

- Experience developing, managing or supporting digital platforms, CRM systems, websites or other online tools.
- Experience providing day-to-day user support, including onboarding, troubleshooting and helping users to engage confidently with digital platforms.
- Understanding of user-centred design, accessibility and digital inclusion.

Data and Compliance

- Experience using data, analytics or reporting to inform digital improvements and decision-making.
- Understanding of GDPR, data protection and digital security best practice.



Values & Commitment

- Commitment to REN's mission and passion for improving refugee employment outcomes, equity and inclusion.

Desirable

- Lived experience as a refugee, asylum seeker, displaced person or migrant, or direct experience of the UK immigration or asylum system.
- Experience of CRM procurement, implementation or data migration.
- Knowledge of refugee employment barriers and the wider migration or asylum landscape in the UK.

Equity and inclusion at the Refugee Employment Network

The Refugee Employment Network values equity, diversity and inclusion in our workplace and we encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity status, or socio-economic background.

We are committed to building a team that reflects the communities we work with. We particularly welcome applications from people who identify as experts by experience and recognise the valuable insight that lived experience of forced displacement, migration and the UK asylum and immigration system brings to our work. **Please note that candidates must have the right to work in the UK.**

We respect that people's identity is not defined by their past experiences and do not expect candidates to describe their lived experience during the application or interview process unless they wish to do so.

How to apply

Application, CV and Cover Letter

To apply, please complete the application via [this Typeform](#) by **5pm on Sunday, 9 August**. You will be asked to upload your **CV and a cover letter** (no more than 2 pages) when completing the Typeform application.

In your cover letter, please outline how you meet the criteria listed above and how your experience is relevant to the role. We encourage you to apply even if you do not meet all the requirements listed in the person specification. We value experience from both paid and



voluntary roles, in the UK or overseas, and encourage you to demonstrate your passion for the role, as well as the unique perspectives and skills you bring.

Email Hello@refugeeemploymentnetwork.org if you have any questions.

Information Session

We are offering a **30-minute Zoom information session on Thursday 16 July**, between 1pm-1.30pm for those interested in learning more about the Refugee Employment Network, the role, and the application process.

Please note: Attending the information session is optional and not required to apply for the role.

- Privacy: Your data will be stored securely, treated confidentially, and deleted after the session.
- Anonymity: You may sign up and attend anonymously; we only need your email to send the Zoom link.
- Email Hello@refugeeemploymentnetwork.org to get the registration link.

Support for Experts by Experience

The Refugee Employment Network is proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk). The initiative supports inclusive recruitment of people with lived experience of the UK asylum or immigration system. If this is your experience, you can find useful resources here: <https://www.ebeemployment.org.uk/ebe>. You can also ask for free and private help with your application by filling in [this form](#).