



Empowerment and Inclusion Coordinator

Recruitment Pack

November 2025

boaztrust

A message from our Advocacy and Communications Manager

Thank you for your interest in this Empowerment and Inclusion Coordinator role. I hope that this pack will give you all the information that you need to help you decide whether this role might be for you.

The Boaz Trust is a Manchester-based charity founded 20 years ago by Dave Smith as an outworking of his Christian faith, reflecting his desire to see some of the most marginalised people in our communities access safety, justice, hospitality and kindness. As a provider of shared accommodation and specialist support, Boaz has grown significantly since 2004 and last year we provided trauma-informed and person-centred support for more than 200 people facing homelessness after seeking safety in the UK.

We are looking for an Empowerment and Inclusion Coordinator so we can amplify the voices of people accessing Boaz services, who have lived experience of the asylum system, in our planning, decision making, and wider advocacy and communications work.

This post will do this by working with people currently, or previously, supported by Boaz and developing new ways of collecting feedback, experiences, and opinions to help inform and influence Boaz services and service delivery.

We are looking for someone who has lived experience of the asylum system, or forced migration, themselves. We are looking for someone who is good at building trusting relationships with a range of people, has a creative and flexible approach, and who is committed to removing barriers to power for people with lived experience. If this sounds like you, then we want to hear from you!

We have tried to make this application pack and recruitment process as clear and transparent as possible, but if you have any questions at all, or would like to have an informal chat about this role, please email me on amymerone@boaztrust.org.uk.

With kind regards,

Amy Merone
Advocacy and Communications Manager

If you require this pack in another format please contact us. Likewise, if you require any reasonable adjustments during the recruitment process please make us aware of these as soon as possible.

We take our commitment to your privacy & dignity seriously and will handle your data in line with our Privacy Policy and Job Applicant Privacy Notice, both of which can be found on our website.

Boaz and this role

This is an important role for Boaz as we look to increase representation of those with lived experience of the asylum system and asylum destitution within our organisation. This work aligns with our commitment to learning how to be an anti-racist organisation, including the need to better amplify the voices of people we work with.

The successful candidate will be responsible for piloting this work, and will develop new opportunities for us to hear from people who access, or have accessed, Boaz services. This will include leading in the scoping, setting up and running of focus groups (or other forms of safe spaces) to hear from people we work with.

This role will amplify the voices of people with lived experience of the asylum system and asylum destitution throughout our organisation, including having power to influence decisions about Boaz services and service delivery, as well as our fundraising activity, advocacy strategy and communications work. Key to this role is also updating people about how we are using their experiences, insights and recommendations that have been shared, and what impact that has. This role will develop a mechanism of recording and reporting on this.

We hope this role will help create opportunities for meaningful contribution to wider decision making at Boaz, and help address the power dynamics present within our organisation, as we know this can impact and limit how able people feel to give feedback (particularly if currently still living in our shared accommodation, or as a person of colour and/or insecure immigration status within a majority white organisation).

This role will work with people who have experienced trauma and may be in precarious situations currently, and so we are looking for someone who can work sensitively in a trauma informed way, and who has high emotional intelligence, great communication skills, and an understanding of the range of backgrounds and experiences that people will have come from.

Diversity, equity and inclusion are important to us at Boaz and we are working to improve in these areas across the organisation. If you have lived experience of the asylum system, or forced migration, we particularly want you to apply.

We're committed to support you to develop in this role and if you want to talk before you decide to apply, please get in touch – we want to hear from you. For an informal chat about this role and any questions you may have, please email our Advocacy and Communications Manager, Amy Merone, on amymerone@boaztrust.org.uk

Working at Boaz

Our purpose, vision & mission

Our **vision** is that people who seek safety in the UK are welcomed here and are free to live life in all its fullness.

Our **mission** is:

- to provide accommodation and support for people seeking sanctuary in Greater Manchester and the surrounding areas.
- to use what we learn through our work to challenge and change the unjust systems that cause destitution, both locally and nationally.

Our organisational values

The values which define how we seek to work as an organisation are:

Christ-centred (rooted in the teachings of Jesus Christ, we seek to serve those who society sees as the least, the last and the lost)

Excellence (we strive for professional excellence with integrity in all our working practices)

Empowering others (we want to see the people we work with, including clients, volunteers, staff and supporters, equipped and released to discover meaning and purpose in their lives.)

Restless for justice (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)

Servant-hearted (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)

Generous (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)

Our competencies

Our values underpin our competency framework as a whole, showing what we should see and experience when these values are lived out:

Valuing people: Seeing and affirming the dignity and worth of all those we encounter with generosity and genuine respect and compassion.

Team orientated: Valuing being part of a team, working sensitively and collaboratively in support of our individual and shared responsibilities.

Working strategically: Taking smart approaches to all aspects of our working life to increase the effectiveness, flexibility and sustainability of our individual work and the wider work of Boaz.

Prizing thriving: Learning how we can support our health in all senses to flourish in life and navigate the hard times more effectively, supporting others to do the same.

Championing Boaz & the vision: Acting as a representative of Boaz and our clients in our 'external world' to increase awareness and support, and to seek positive change.

Focused on growth: Recognising that development is an ongoing state by taking responsibility for our own individual growth and supporting the wider growth of the team.

Seeking excellence: Being motivated and enthusiastic to see all aspects of Boaz life improved, both in our individual work and also wherever we have influence and can support others and the organisation to be better.

How to apply

Please send your CV along with a covering letter to Amy Merone, Advocacy and Communications Manager, via jobs@boaztrust.org.uk

In your cover letter please tell us why you think you would be the right person for this job.

Your covering letter should be no longer than two pages and you should try to address how your skills, abilities and experiences reflect the criteria listed in the person specification.

Please also be sure to include the following information (if it isn't already included in your CV): details of your current salary and notice period (if employed) and the names and contact details of two referees, one of which should be your current or most recent line manager (if this is applicable to you).

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.

Important dates

Deadline for applications:

Sunday 7th December 2025, 11:59pm

Panel interview (in person at the Boaz office):

Wednesday 17th December 2025



Job description

Job title:	Empowerment and Inclusion Coordinator
Location:	Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD
Salary:	£26,330 full-time equivalent (£15,798 actual)
Hours of work:	22.5 hours per week, worked between Monday-Friday, (this could be worked as 3 full days, or 4 shorter days). Ideally to include Thursday. At least one full day each week should be worked from the office. Occasional evening and weekend work may be required (and time off in lieu should be claimed)
Holidays:	15 days each year (full time roles receive 25 days each year), plus statutory bank holidays (pro rata)
Benefits:	6% employers contribution to pension, supportive team culture, flexible working (in agreement with line manager)
Responsible to:	Advocacy and Communications Manager
Contract length:	Permanent
Probation period:	3 months

Main purpose of the role:

In accordance with the Christian ethos and values of the Boaz Trust, this role will help us to achieve our mission, which is to provide accommodation and support for people seeking sanctuary in Greater Manchester, and to use what we learn through our work to challenge and change the unjust systems that cause destitution, both locally and nationally.

This new role will work to:

- Ensure that the voices and experiences of people who have been through the UK asylum system are central to our service development, advocacy and influencing work, external communications and fundraising.
- Create and facilitate meaningful ways to enable people previously or currently supported by Boaz Trust to share their experiences and ideas; both to inform and improve our current ways of working and to enable further development of our services, influencing work and communications.
- Enable Boaz to demonstrate the impact of our work by contributing to monitoring and evaluation efforts, and the maintenance of effective recording systems.
- Collaborate with the wider staff team, playing a supportive role in achieving our shared goals.

Specific duties and responsibilities

- To build relationships with people who have claimed asylum in the UK who currently or have previously accessed Boaz services. This will include people from diverse backgrounds; some will have had their asylum claim refused and others will have been granted refugee status.
- To lead on the formation of focus groups, or other safe spaces, for people with lived experience of asylum destitution to share their reflections of support and other issues relevant to their experience. This will include being responsible for the administration, logistics, planning and facilitation of group work.
- To create a system and process to capture the voices and feedback of people accessing Boaz services, and be able to report on lessons learned and priorities, feeding into both internal and external decision making structures and processes.
- To work closely with the Advocacy and Communications team to ensure that our external communications are appropriate, empowering, non-discriminatory and trauma-informed in approach. This could include assisting in the development of interviews, case studies and other communications pieces and processes.
- To use the learning in this role to communicate both internally and externally the issues impacting people who have experience of the UK asylum system (e.g. writing blogs/articles for our website, contributing to policy reports and other communication channels, attending MP and other political meetings) to engage and influence public and political thinking.
- If of interest to the successful post-holder, develop relationships with local, regional and national media to inform more trauma-informed ways of reporting on asylum issues (using anonymised learning from focus groups etc).
- To develop tools to monitor, measure and evaluate the work of this role. This includes monitoring how feedback (e.g. experiences, insights and recommendations) has been used, what the impact is, and how to report back to people who have taken part in the work.
- To work with the leadership of the Boaz Trust (staff and trustees) to support the organisation's aim to include people with direct experience of asylum destitution across the organisation.

Role and responsibilities within the daily life and working of the wider team:

- To be committed to and supportive of the Boaz Trust's values and purpose.
- To participate in the life of the team, which includes monthly team meetings, daily prayer meetings, team away days and other times of team reflection, planning and development where appropriate.
- To work collaboratively and communicate effectively with other Boaz staff and volunteers.
- To comply with Boaz Trust policies and procedures.
- To represent Boaz well, in order to increase awareness and support, and to build positive and productive relationships with partners, organisations, churches and others.

Specific requirements:

Note: This role description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities. This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.

Please note, you must have the right to work in the UK. Unfortunately we are unable to arrange work permits for people who do not already have the right to work in the UK.

In addition to formal, paid work experience, we recognise the great value of lived experience and voluntary activities. For example, your personal lived experience of the asylum or immigration system can be as valuable for this job as any other experience.



Person specification

Specification

Essential

Desirable

Proven experience

Working with people who have experienced forced migration and / or claimed asylum in the UK.

Experience in supporting group work, including planning, administration, logistics and facilitation.

Excellent facilitation skills and ability to hold safe and empowering spaces.

Proven ability to build positive and productive relationships with diverse groups.

Independent working, using appropriate levels of judgement and initiative.

Committed to anti-racist practices and removing barriers to participation and decision-making for people affected by the asylum system.

Personal, lived experience of the UK asylum system, or forced migration.

Working in a small charity.

Working with interpreters.

Skills and abilities

Strong spoken and written communication skills in English, including with people for whom English is an additional language.

Ability to build relationships with people from diverse backgrounds.

Understanding of how the UK asylum and immigration systems can lead to homelessness and destitution, either through lived or learnt experience.

Empowering, participatory, and person-centred approach, with an awareness of the impact of trauma.

Good time management and self-organisation skills.

Proficient in using IT (e.g. Microsoft Word, email, databases and other online tools).

Proficient and confident in using the phone and online meeting platforms.

Ability to communicate in another language (or languages) shared with / spoken by refugee communities e.g. Amharic, Arabic, Farsi, Tigrinya.

Person specification (continued)

Specification

Essential

Desirable

Skills and abilities continued

Reflective attitude, open to feedback and self-improvement.

Commitment to healthy working practices and using available support (e.g. supervision, training).

Understanding of barriers to participation in this kind of work and how to address them.

Attributes

Problem solving mindset and a positive 'can-do' attitude.

Practising Christian

Empathetic and patient approach when working with people from different backgrounds.

An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality.

Committed to the vision, values and mission of the Boaz Trust. Entirely empathetic with the Christian ethos of the Boaz Trust.

Additional requirements

Willingness to occasionally work outside office hours (e.g. at occasional evening events or drop ins).

Willingness to work flexibly and support team members

Own car or willingness to travel on public transport across Greater Manchester.

For an informal chat about this role and any questions you may have, please email our Advocacy and Communications Manager, Amy Merone, on: amymerone@boaztrust.org.uk



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@boaztrust.bsky.social



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www.boaztrust.org.uk

The Boaz Trust

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