



ADVISOR – JOB DESCRIPTION

SALARY: £13.7k (FTE £22.9k)

WEEKLY HOURS: 21

CONTRACT TERM: Fixed Term (12 months)

WORKS TO: Operations Manager

LOCATION: Broadgreen Community Centre, Salisbury Street, Swindon, SN1 2AN

APPLICATION DEADLINE: Thursday 2nd April – 5PM

INTERVIEWS: Friday 17th April

ABOUT US

The Harbour Project stands alongside refugees and people seeking asylum across Swindon, helping them to rebuild their lives with dignity, clarity and purpose. For those navigating one of the most uncertain journeys anyone can face, we offer a steady, reassuring presence – providing guidance, learning opportunities and a welcoming community where people can find their footing again.

The Harbour Project is committed to fair and equal opportunities and welcomes applications from a wide range of people, including those with lived experience of the UK asylum system.

PURPOSE OF THE ROLE

The Advice Centre is the heart of the charity. The advice we provide offers clarity and confidence. When people understand their circumstances, they feel safer. In moments of uncertainty, clear guidance can make a massive difference, and that's why we're here to offer support that helps our Visitors feel safe, informed and understood. This role provides the opportunity to assist some of the most vulnerable in society, providing important and necessary guidance to those who might otherwise be excluded.

ROLE RESPONSIBILITIES

- Respond to a variety of queries and issues, providing face-to-face Advice sessions to Harbour Visitors.
- Complete Immigration Advice Authority (IAA) Level 1 Asylum & Protection training with the ambition of progressing to Level 2.
- Effective and secure record-keeping of all Visitor data, whilst recognising the sensitive and personal nature of information shared and held.
- Liaising with other agencies to help address Visitor requests, including teams within Swindon Borough Council, health providers, Migrant Help, immigration solicitors and housing providers.
- Liaise with other Advice Team members to ensure continuity of support, and escalate any issues to the Operations Manager.
- To sign-post to other members of the team where additional help and support is required (such as our Steps2Work Employment Programme or Counselling).

ESSENTIAL CRITERIA

- Committed to the values and charitable objects of The Harbour Project.
- Reliable with the ability to work both independently and as part of a team.
- A good understanding and application of the principles of Safeguarding, particularly in relation to people at The Harbour Project.
- Evidence of entitlement to work in the UK.

WHO TO CONTACT

Please submit your CV and a Cover Letter outlining your suitability for the role to:

nan.bains@harbourproject.org.uk

