

Dignity Centre Coordinator - Nicosia, Cyprus
Reference: RSECORD002

About the Job:

Job Summary

Refugee Support Europe (RSE) was established to provide short-term, dignified support to displaced people at times of urgent need. Between arrival and settlement, refugees and people seeking asylum face numerous challenges, which are often compounded by traumatic journeys, a lack of state support and an increasingly hostile environment.

RSE bridges this gap, offering a warm welcome through our unique Dignity Centre model, which aims to facilitate choice, normality and agency as well as a sense of hope and security, at a moment when people are particularly vulnerable and under-served. Everything we do as an organisation revolves around these projects, so the role of the Coordinators, who manage and deliver these services within the Dignity Centres, is critical.

Job Description

This is a full-time leadership role based permanently in Nicosia. Coordinators are responsible for managing the Dignity Centre, the leadership of the volunteer team, and delivering services for our members. The services in our Nicosia Dignity Centre currently include a Dignity Market for food, and a helpdesk which supports members to navigate bureaucratic procedures such as opening a bank account and accessing the job market.

Coordinators are expected to work closely with the fully remote Back Office, collaborating on volunteer development, budget management and development of the Centre. This Coordinator role will initially work alongside the existing experienced Coordinator in Nicosia, sharing responsibilities and supporting the Centre and its members. Over time, the new Coordinator will gradually take the lead and become the primary Coordinator as the project evolves.

Roles and responsibilities:

- **Management of the Centre.** Identifying and monitoring the needs of the users of the Centre; ensuring the ways of working and the services provided in the Dignity Centre best serve the communities we work with and uphold the core values of RSE; ensuring the environment remains welcoming and that Back Office is provided with the necessary information to support the delivery of the Centre; applying creative vision and project management to suggest and implement project development.
- **Volunteer leadership and coordination.** Developing and managing the regularly changing team of volunteers who support the delivery of the Dignity Centre; establishing clear roles and responsibilities for volunteers and ensuring they uphold our core values and adhere to our code of conduct, safeguarding rules, and rules regarding photos/media; and ensuring volunteers feel safe and well supported.

- **Safeguarding.** Reporting any concerns or incidents immediately to Back Office following the relevant procedure; ensuring all volunteers, visitors and any other relevant party understand and adhere to all safeguarding policies and procedures.
- **Budget management and accountability.** Managing the project budget and accounting of expenditure in collaboration with Back Office; collecting data, including demographics of membership and utilisation of services, to support assessment of project delivery; regularly sharing the day-to-day activity of the Centre with the Back Office, including photos, videos and stories, to support fundraising and accountability.
- **Partnerships and stakeholder management.** Identifying and maintaining relationships with partners who can help support members and working collaboratively to build good working relationships with them, building knowledge of the main organisations operating in the area and developments in local laws and processes.

Essential Criteria

- At least two years' experience and working with displaced and/or marginalised people. Demonstrable interest and knowledge of both the NGO sector and Cypriot context.
- Ability to stay calm and work under pressure in a highly emotional environment.
- Very clear communicator, able to lead a constantly changing team and clearly enforce rules.
- Ability to stay emotionally resilient and practice self-care while also remaining compassionate to the needs of others.
- Proven ability to improve services within limited resources.
- Proficiency with Microsoft Office software including spreadsheets, word processing and digital file management
- Eligibility to work in Cyprus.
- Strong spoken and written English is essential. Additional language skills, particularly Greek, French and/or Arabic, are desirable but not required. You must be confident working in a multilingual environment where not everyone shares the same language.
- Valid EU Drivers Licence.

Offered Benefits

- Gross monthly salary of €1,763.33 (as freelancer payable on receipt of invoice or as staff on payroll subject to employment deductions in line with Cypriot law).
- Learning, development and wellbeing support tailored to your role

Selection Process

- To apply, please send a CV and cover letter to info@refugeesupporteu.com by Friday 6 June 2025. We will be interviewing on a rolling basis and may close the position before then so urge you to apply as soon as possible.
- Due to the high volume of applications, we will only contact shortlisted candidates.