



[www.sufra-nwlondon.org.uk](http://www.sufra-nwlondon.org.uk)

Registered Charity No. 1151911

## Advice Services Manager

<b>Salary</b>	<b>£28,000 - £35,000 per annum</b>
<b>Hours:</b>	<b>5 days/week including occasional evenings and weekends</b>
<b>Annual Leave:</b>	<b>4 weeks pro rata + statutory holidays</b>
<b>Responsible To:</b>	<b>Operations Manager</b>
<b>Location:</b>	<b>Stonebridge, London Borough of Brent</b>

## About Sufra NW London

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty and people who are vulnerable, homeless or socially isolated. We provide them with the food and support they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of services and activities designed to address the root causes of poverty and homelessness. Our services include:

- **Food Bank:** Last year, we provided emergency food aid to around 3,000 people who cannot afford the basic cost of living. Access is strictly by referral from one of our 60 registered local referral agencies and access is typically limited to four food parcels a year.
- **Community Kitchen:** We serve a freshly cooked three-course vegetarian meal every Friday evening. Referrals are not required; the service is open to the community. Last year we served over 2,000 meals, mainly to people who are homeless, socially isolated, food bank users or those in debt or claiming benefits.
- **Welfare Advice Service:** Our Advice Worker helps people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties. The support we provide is ongoing and tailored to the needs of the individual – no matter how long it takes.

- **Food Academy:** An AQA accredited 6-week cookery course that teaches young people about nutrition and healthy eating as well as food preparation and kitchen skills. The course is designed to increase community cohesion, reduce social isolation and improve the health and wellbeing of the families we support.
- **Refugee Support:** Our Refugee Resettlement Programme helps newly arrived refugees and asylum seekers access the housing, healthcare, training and jobs they need to build a new life in the community. We offer cultural trips, access to ESOL classes, support groups, orientation classes and events to improve integration and independence.
- **Employment Training:** We regularly run programmes designed to empower the long-term unemployed to find work by gaining professional skills and experience. Our accredited courses also help with CV writing, work experience and finding work.
- **St. Raphael's Edible Garden:** We've worked with local residents to turn an abandoned space on the estate into a Community Garden, where we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a teaching tipi, a wildlife pond, a chicken coop (with 20 egg-laying hens), an orchard and an abundance of raised beds for growing vegetables and fruit.

Each of these services is designed to lead vulnerable people on a personal journey from crisis to economic stability, social inclusion and active participation in the community. We rely heavily on our dedicated volunteers to ensure that we can deliver our services, and we work closely with faith groups, schools and voluntary sector organisations who provide a wide range of additional support.

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# Role Description

We are recruiting an Advice Services Manager to oversee a significant expansion of our Advice Services and Refugee Resettlement Programme to ensure it has sufficient capacity to meet the increased demand expected during the post-pandemic recession.

A key focus will be on establishing a volunteer programme to provide signposting and other forms of welfare support to guests, as well as establishing clear pathways for referring to our Advice Worker and Refugee Support Officer.

We are seeking a highly articulate and proactive individual with strong programme and project management skills, as well as experience managing staff and volunteers. The ideal candidate will have professional knowledge of the welfare system and safeguarding protocols, and be familiar with using case management systems. They must also have demonstrable experience of managing a diverse workload and being able to prioritise tasks and work under pressure.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work during evenings and weekends. Through your activities, you will be able to convey the charity's passion and commitment to supporting vulnerable people and demonstrate the impact of our interventions in transforming the lives of beneficiaries.

Flexible working hours/days are available to fit around childcare or other needs, including some home working.

To apply for this role, please submit the following by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk):

1. A CV and a short Covering Letter that is no more than 2 pages long.
2. A completed Equal Opportunities Form, which can [be downloaded here](#).

**DEADLINE FOR APPLICATIONS: Friday 4<sup>th</sup> December 2020**

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# Main Duties & Responsibilities

*Develop a comprehensive Advice Service that incorporates Welfare Advice, a Refugee Resettlement Programme and an Advice Volunteer Programme to help address the causes of food insecurity among our guests.*

## **Advice and Refugee Support Services**

- Develop, review and implement key policies and procedures relating to the management of the Advice Service and the Refugee Resettlement Programme.
- Attend and contribute to external meetings, forums and events regarding the key issues impacting service users.
- Provide effective leadership, line management and supervision of these services.
- Develop pathways for guests to access these services more efficiently in order to challenge the root causes of food poverty and disadvantage.
- Ensure that these services reflect the ethos, values and core principles of the charity.
- Support and supervise the delivery of case work relating to welfare benefits, housing and employment support.
- Conduct regular case reviews to monitor advice work and maintain/improve AQS standards.
- Gather regular intelligence about policies and other the factors affecting our guests for internal and external use.

## **Advice Volunteer Programme Management**

- Develop a comprehensive Advice Volunteer Programme including a new volunteer-led signposting service, to ensure Advice and Refugee services as well as Food Bank and Community Kitchen sessions are adequately resourced with Advice Volunteers.
- Develop AQA accredited training modules covering the key forms of volunteer advice work.
- Provide coaching and mentoring to enhance the quality standard of the service and contribute to the personal development of volunteers.
- Develop, review and implement key policies and procedures relating to the day to day management of the Advice Volunteer Programme.
- Manage Advice Volunteers, including conducting DBS checks, inductions, providing support and supervisions, and maintaining personnel records and supervision files.
- Foster a positive working environment that maintains high morale and supports Advice Volunteer retention and regular participation.

## **Budgets, Monitoring & Evaluation**

- Maintain accurate records of service delivery and guest profiles in accordance with the charity's monitoring and evaluation framework.

- Support senior staff with setting service budgets, updating emergency aid policies, and monitoring spending in line with reporting and budgetary requirements.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure for funders, the senior management team and the Board of Trustees.
- Collect regular feedback and conduct biannual surveys from volunteers and staff to inform ongoing improvements to the Advice Service.
- Participate in annual quality audits of the Advice Service and delivery follow-up action plans.

## **Other**

- Oversee the Food Bank and Community Kitchen services once a month at the weekend and once a month on a weekday evening.
- Contribute to the development of an Employment Support Service.
- Act as Safeguarding Lead at Sufra NW London, and ensure staff and volunteers have access to relevant safeguarding training.
- Oversee the annual publication of the charity's Directory of Local Services.
- Contribute to the charity's social networking presence on Facebook and Twitter.
- Undertake any other reasonable duties to support the operations of the charity.

# Person Specification

Competency	Specification	Essential	Desirable
<b>Education</b>	Educated to degree level or equivalent qualification and/or relevant work experience for at least 2 years	✓	
	GCSEs in English & Mathematics at A*-C	✓	
	Qualification in Welfare/Welfare Advice	✓	
<b>Experience</b>	Managing projects and/or services	✓	
	Volunteer recruitment and management	✓	
	Monitoring, evaluating and reporting on social outcomes	✓	
	Using a Case Management System	✓	
	Working with refugees and asylum seekers		✓
<b>Knowledge</b>	Safeguarding policies and procedures	✓	
	Welfare benefits framework	✓	
<b>Skills &amp; Abilities</b>	Excellent written and oral communication skills	✓	
	Ability to work with others professionally	✓	
	Advanced IT Skills (Microsoft Office)	✓	
	Fluent in Arabic		✓
<b>Attitude</b>	Honest and trustworthy	✓	
	Positive, friendly and hard-working	✓	
	Willingness to engage in further training	✓	
	Commitment to the values of Sufra NW London	✓	