

Advice Manager **Job Pack**



Registered Charity Number 1151911.

About Us



Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty, refugees and people who are homeless or socially isolated.

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 holistic services and activities designed to address the root causes of poverty.

Our services include:

- Food Banks and a Community Shop
- Community Kitchens and cafes
- Welfare Advice Service
- Asylum seeker, refugee and migrant support
- Accredited training
- St. Raphael's Edible Garden

About our Advice Services

Our advice team offer face-to-face guidance and support for people in crisis on a range of issues such as benefits, housing and employment. The advice is confidential, impartial and free. The service is only available to Food Bank guests. Our Advice Service is Advice Quality Standard (AQS) accredited. AQS is an organisation quality standard for legal advice services operating in the area of social welfare law.

We currently operate an Advice Drop-Ins at The Living Room, down the street from Sufra's main building, where guests can speak to an advisor. We also host signposting sessions from partner spaces across the borough.



About the role

Salary	£33,000 to £37,000 pro rata
Hours:	4 or 5 days a week
Contract:	Permanent
Annual Leave:	25 days pro rata + statutory holidays
Responsible to:	Programmes Manager
Location:	Brent

Role Description

This is a fantastic opportunity for a skilled line manager with experience in general welfare advice to join Sufra NW London. In this highly rewarding role, you will oversee the delivery of services that can measurably change lives by providing quality advice and support to those most in need.

You will work closely with the Senior Leadership Team at Sufra to support the implementation of new initiatives, and the expansion of our information and advice services to enhance our efficiency and impact.

You will manage our team of advice staff and volunteers to deliver high quality advice, information and welfare support to guests on a range of topics including benefits, housing and access to training and employment services. You will also be required to deliver advice via regular one-to-one surgeries, appointments and group workshops. An additional focus will be on establishing clear pathways for referring guests to external services, and managing volunteers to triage, signpost and refer guests to other forms of welfare support.

The post holder will be a highly articulate and proactive individual with exceptional welfare advice knowledge, 3+ years advice delivery experience, strong service management skills, as well as experience managing staff and volunteers. The ideal candidate will have up-to-date knowledge of the welfare system, immigration and safeguarding protocols. They must also have demonstrable experience using a case management system, adhering to advice standards and be able to manage a diverse workload 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 if necessary. As this is a frontline role, you will be required to work on site at least 3-4 days per week.

What you will be doing

Main Duties & Responsibilities

Advice Services

- Manage the advice service by overseeing and supporting volunteers and advice staff.
- Deliver case work relating to welfare benefits, housing and employment support to guests experiencing hardship.
- Maintain a high quality service by supporting the wider advice team with challenging casework and leading on case reviews.
- Establish and maintain strong referral partnerships with the local voluntary and community sector and relevant Council departments.
- Maintain accurate records of case work using the charity's Case Management System across the advice team.

Service Development

- Work with the Senior Management Team to develop, expand and improve Sufra's information and advice services.
- Carry out ongoing review of existing service delivery procedures.
- Undertake quality assurance including case checking and quality of advice audit.
- Identify the training needs of advice staff and volunteers through support, mentoring and supervisions.
- Ensure colleagues and relevant stakeholders are informed of changing legislation and social policy updates.
- Improve the case management systems to ensure it is fit for purpose.
- Lead on regular Advice Quality Standard (AQS) audits of the Advice Service and deliver on follow-up action plans.

Volunteer Management

- Develop, review and implement key policies and procedures to better equip Advice Volunteers to fulfil their role.
- Provide induction, support and supervision to enhance the quality standard of the service and contribute to the personal development of volunteers.
- Foster a positive working environment that maintains high morale and supports Advice Volunteer retention and regular participation.

What you will be doing

Budgets, Monitoring & Evaluation

- Support the Senior Leadership Team in setting service budgets, updating policies, and monitoring spending in line with reporting and budgetary requirements.
- Ensure appropriate systems are maintained for recording statistics and outcomes.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure.
- Collect regular feedback and conduct surveys from relevant stakeholders to inform ongoing improvements to the Advice Service.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure.

Other

- Oversee the annual publication of the charity's Directory of Local Services.
- Represent the charity at external events and network meetings.
- Ensure the advice team are working in adherence to organisational policies and procedures.
- Undertake any other reasonable duties to support the operations of the charity.



What we can offer you

Community

- Employee working groups (including advocacy, team togetherness and environmental)
- Staff away days
- Social activities and community celebrations
- We can offer a friendly working culture and a chance to make a difference to people's lives in Brent.

Learning and Development

- Staff training budget of £250 per year
- Shadowing opportunities to learn about other roles and departments in the organisation.
- Regular staff training.

Pay, Pension and Other Benefits

- Competitive salaries reviewed on a regular basis
- You'll be eligible and auto-enrolled into a pension scheme - we use Nest. Current pension contributions are 4% from employees and 3% employer contribution.
- Death in service benefit

Health and Wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.

Holidays

- 25 days of annual leave per year plus public holidays
- An additional day of leave for every year of service, after two years of service (up to a maximum of 5 days).

Flexibility

- Hybrid working and flexible working arrangements are possible



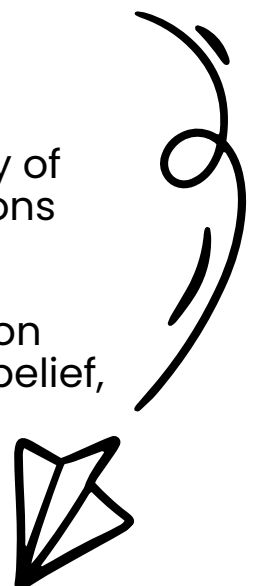
Photo credit: Digital Island

How to apply

Diversity and Equality

We're committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community.

Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.



How to apply

- To apply for this role, please submit a CV, Covering Letter (no more than 1 side) by email to admin@sufra-nwlondon.org.uk, and complete our Equal Opportunities Form.
- Deadline for applications: December 4th 2023. We encourage applicants to apply as soon as possible with interviews being carried out on a rolling basis.

