

General Advice Officer Job Pack



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Registered Charity Number 1151911

About Us



Photo credit: Digital Island

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 Kitchens, 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

Our Vision

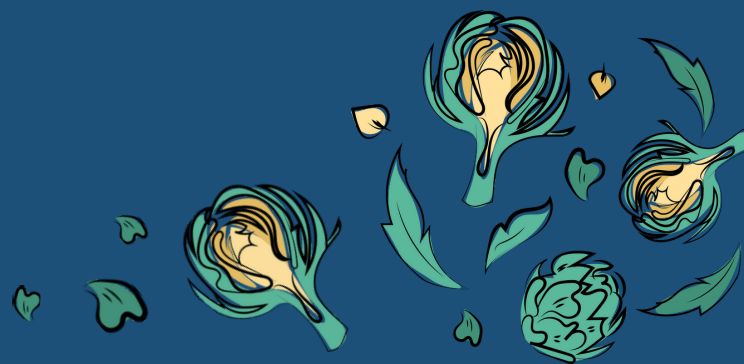
A community united to address the causes and consequences of poverty.

Our Mission

Sufra NW London provides food aid, welfare advice and training to people in crisis, whilst working with the wider community to campaign for an end to poverty.



Photo credit: Digital Island



About the role

Salary: £29,000–£32,960 pro rata (dependant on experience)

Hours: Full-time 40 hours per week

Contract: Fixed term to December 18th 2026 (with possibility of extension)

Annual Leave: 25 days per year pro rata, plus bank holidays

Location: Harlesden, London Borough of Brent with 1 day from home

We are recruiting a General Advice Officer to support with the delivery of advice and welfare support to vulnerable guests who access the Community Wellbeing Service, a local support hub offering relief from the rising cost of living for local families. The General Advice Officer will support our guests on a range of areas including benefits, immigration, housing, money management and access to training and employment services. The postholder will provide high quality welfare advice and guidance through weekly one-to-one advice sessions, undertake case work, and provide support to advice volunteers.

The successful candidate must have at least two years' experience delivering effective advice or in a similar capacity, demonstrate empathy, an understanding of the issues facing vulnerable people, and have in-depth and up-to-date knowledge of welfare benefits and housing policies/legislations, with a strong focus on achieving tangible outcomes for our guests.



What you will be doing

About The Role

To deliver advice and welfare support to vulnerable guests on a range of topics including benefits, housing and access to training and employment services through regular one-to-one surgeries and appointments.

Advice Work

- Provide advice and casework on the main enquiry areas, particularly welfare benefits, housing, immigration and income maximisation. Support with triaging guests and capturing baseline data.
- Maintain Sufra's Advice Quality Standards and meeting tangible outcomes.
- Produce detailed case records on our case management system for the purpose of continuity, statistical monitoring and report preparation
- Apply for funds from trusts and foundations to support individuals and families with essential costs such as housing deposits or white-goods and/or cancellation of debts;
- Enable and empower guests to act for themselves, wherever appropriate; and
- Monitor the progression of all cases to the point of resolution.
- Conduct follow-up calls with guests where needed and track outcomes

Case Management

- Manage own caseload and work independently to support guests
- Use of Case Management System (AdvicePro) as well as Microsoft Office for communication and document production.
- Support with developing case studies and gathering guest feedback
- Collect statistical information as requested for reporting purposes.
- Feed into the development of monitoring reports for funders and other stakeholders.



What you will be doing

Other responsibilities

- Maintain and update the charity's record of referral and signposting agencies;
- Ensure data protection regulations are adhered to, and that sensitive data is handled in accordance with relevant legislation and organisational procedures.
- Keep informed of new and changing legislation relevant to the post, and of local issues and policies
- Develop and maintain good working relationships with external stakeholders, including statutory and voluntary service providers
- Support volunteers who are working on delivering Advice Services
- Be committed to the aims, procedures and policies of Sufra's advice service in every aspect of service delivery.
- Take part in supervisions, personal development training, team meetings and appraisals
- Undertake any other reasonable duties to support the operations of the charity.



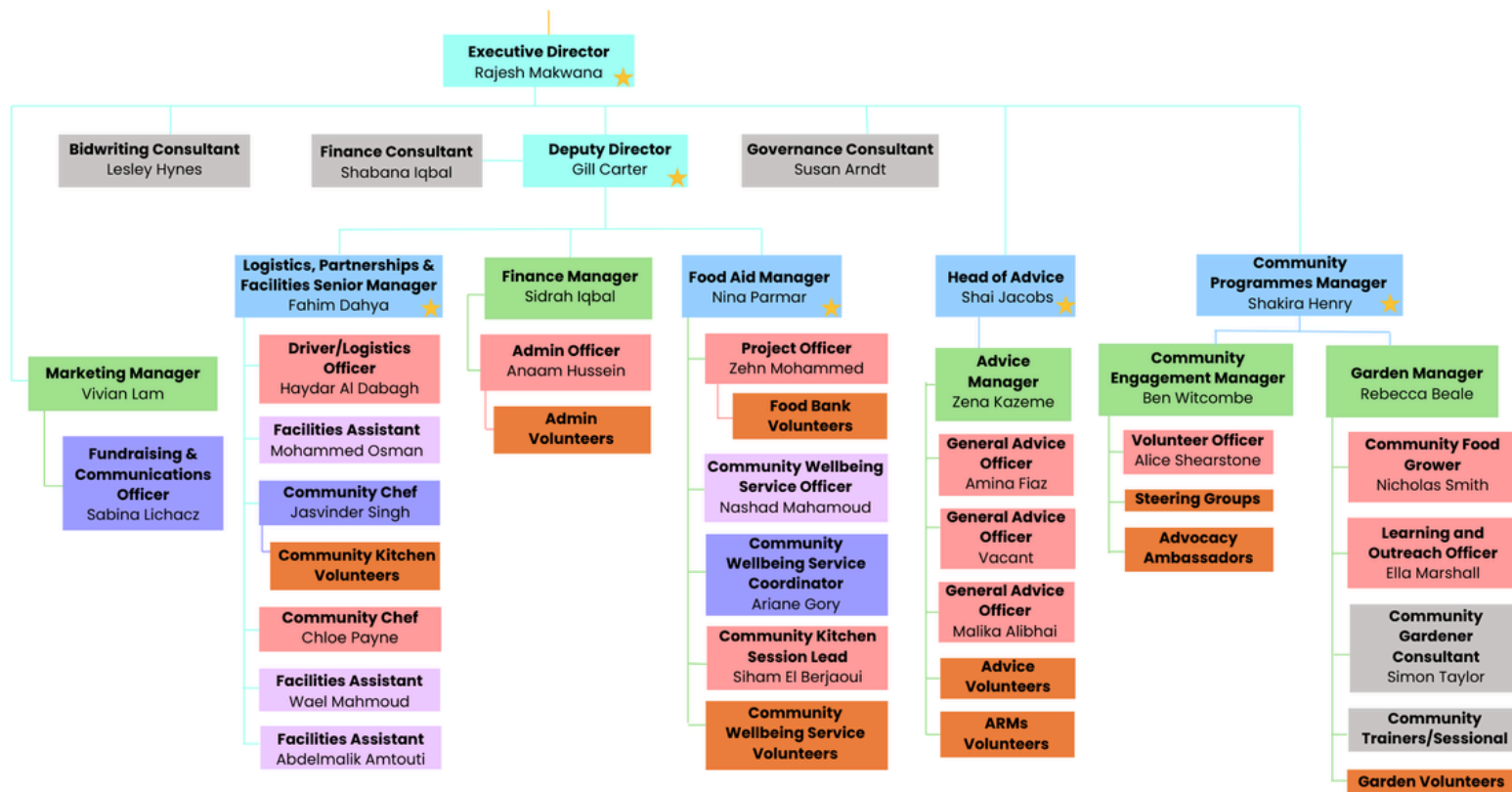
Photo credit: Digital Island

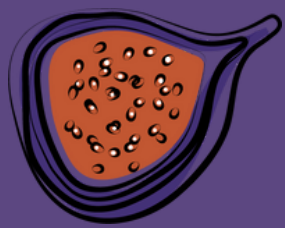


A Glimpse at the Sufra Team

Our team is very ambitious, dynamic and passionate. Life at Sufra is fast paced and there is always something new and exciting going on. What started off as a small organisation with just a handful of staff in 2013 has blossomed into a team of 30 today.

We grew substantially in 2023 when we launched the Community Wellbeing Project. Below, you can see an overview of current posts within the organisation (as of December 2025).





What we can offer you

Community

- Employee working groups (including advocacy, team togetherness and events)
- 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 £300 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
- Enhanced Sick Pay provision

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 extra days).

Flexibility

- Hybrid working and flexible working arrangements are possible



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. We strive to ensure all applicants will be treated fairly throughout the recruitment process.

We can make reasonable adjustments throughout the application process and on the job. If you have particular accessibility needs, please get in touch and let us know any requirements you may have.

Non-graduates are welcome and we offer a wide range of flexible working options including job share, part-time and different start and finish times and hybrid working.

How to apply

The deadline for applications is 23.59pm on Wednesday January 7th. Note: Applications without a tailored covering letter will not be considered.

- To apply for this role, please submit a CV, Covering Letter (no more than 2 sides) by email to admin@sufra-nwlondon.org.uk, and complete our Equal Opportunities Form.
- In your Cover Letter please respond to the following questions;
- Why are you interested in working as an General Advice Officer at Sufra, and how do your values align with our mission?
- What experience do you have providing advice or support to individuals facing hardship?
- How do you approach complex or challenging situations when supporting advice guests? Describe how you break these situations down and help guests understand their options and next steps.
- More information is available on our website under vacancies and about the **Community Wellbeing Service**.



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