



www.sufra-nwlondon.org.uk

Registered Charity No. 1151911

Interim Advice Manager

Sufra NW London

Location: Brent 160 Pitfield Way and 1 Robson Avenue (Hybrid)

Hours: 9.30am–5.30pm Monday – Friday

Salary: £36,565 – £41,000 per annum (dependant upon experience)

Contract: Fixed Term until 30 September 2027 – with possibility of extension

Lead a service that changes lives

Every day, people come to Sufra facing impossible choices – between food, rent, and basic essentials. Our Advice Service is often the turning point.

We are looking for an experienced Welfare Advice Manager to lead and strengthen this vital service – ensuring people in crisis receive high-quality, timely support that helps them move towards stability and independence.

This is a unique opportunity to combine **leadership, frontline impact, and service development** within a well-established, community-driven charity.

About Us

Sufra NW London is a frontline charity tackling poverty and food insecurity in one of Brent's most disadvantaged communities. Through our food banks, community kitchens, wellbeing hub and advice services, we support people to move from crisis to long-term stability.

Based on St. Raphael's Estate, the London Borough of Brent's most disadvantaged neighbourhood, our services aim to prevent hunger, fight poverty and build community

- by working with families living in poverty, asylum seekers and refugees, and people experiencing homeless and social isolation.

About the Role

You will manage our [Advice](#) and [OpenARMS](#) Services across multiple sites, managing a team of staff and volunteers delivering advice on **benefits, housing, debt and immigration**.

Alongside overseeing day-to-day delivery, you will play a key role in **improving systems, developing new services, and ensuring high-quality, compliant advice provision**.

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

You will also maintain a small caseload, keeping you connected to frontline delivery and the needs of our community.

Key Responsibilities

Advice Services and Safeguarding

- Manage the advice service by overseeing and supporting volunteers and advice staff (3) at our Community Wellbeing Service and Foodbank including setting objectives, managing performance and providing feedback during supervisions.
- Hold a small case load of advice guests, supporting them to achieve their aims.
- Maintain a high quality service by ensuring that the advice team and volunteers are working to agreed standards and delivering against realistic grant agreements from funders.
- Undertake quality assurance including case checking, improvement of our case management systems, overseeing adherence to changes in legislation and quality of advice service auditing and delivery of improvements.
- Act as the Designated Safeguarding Lead (DSL), ensuring the organisation meets its safeguarding obligations including regular review of safeguarding policies, procedures, staff training, providing guidance to staff and risk assessments.

Service Development

- Work with the Senior Leadership Team to develop, expand and improve Sufra's advice and Open ARMs (Asylum seekers, refugees and migrants) services in alignment with our 2030 strategy by developing clear operational plans (annual Business Plans).
- Support our bid-writing team to develop strategic funding bids for the Advice and OpenARMs services.
- Lead on regular Advice Quality Standard (AQS) audits for the advice service and ensure our immigrations advice is in alignment to IAA (OISC) regulations.
- Improve the case management systems to ensure it is fit for purpose.

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.

Budgets, Monitoring & Evaluation

- Set the service budget, update policies, and monitor service spending in line with reporting and budgetary requirements.
- Ensure appropriate systems are maintained for recording statistics, feedback/case studies and outcomes and lead on timely reporting on service outputs, outcomes and expenditure for SLT, trustees and funders.
- Ensure all funding deliverables, outputs, and outcomes are met in line with grant agreements and contractual obligations for the Advice Service.
- Contribute to strategic development by setting action plans in line with agreed Business Plans and keeping teams accountable to Action Plan goals.

Other

- 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.

About You

You are an experienced advice professional and confident manager who is passionate about delivering high-quality support to people facing hardship.

You will have:

- At least 3 years' experience in welfare advice or casework in the charity sector
- Experience managing staff and volunteers and providing advice on complex cases
- Experience in service development and improvement
- Experience in monitoring and evaluating services and reporting on social outcomes
- Experience using case management systems for reporting
- Excellent organisational and communication skills
- Ability to manage competing priorities in a fast-paced environment
- Ability to lead teams and manage change
- Ability to confidently use IT systems and use them for data analysis
- Experience of managing and responding to safeguarding concerns
- Knowledge of AQS or similar frameworks

Desirable:

- Experience developing advice services
- Experience leading on AQS assessments/renewals
- Completed Designated Safeguarding Lead training (Level 3)
- Experience working with refugees and asylum seekers
- Financial Management of Project Budgets
- Community language skills (e.g Arabic, Farsi, Somali)
- Experience contributing to successful fundraising efforts, including writing funding applications and reports

Why Join Sufra?

- Make a tangible difference in people's lives every day
- Lead a respected, community-based service
- Work in a collaborative and values-driven organisation

Benefits include:

- 25 days annual leave (pro rata) + bank holidays and an additional day of leave for every year of service, after two years of service (up to a maximum of 5 extra days).
- Enhanced Sick Leave
- Social activities and community celebrations
- Pension scheme
- Wellbeing Action Plan for every staff member
- Employee Assistance Programme
- Flexible working
- Training and development opportunities (individual training budget)
- Death in Service benefit

How to Apply

Please submit your CV to shai@sufra-nwlondon.org.uk (max. 2 pages) from your experience and avoid relying on AI to write your answers for you.

Applications considered on a rolling basis.

We encourage early applications as interviews will be held on a rolling basis. Screening calls may take place before interviews.