



## General Advice Officer

<b>Salary:</b>	<b>£29,000–£32,960 (dependant on experience)</b>
<b>Hours:</b>	<b>32 hours/week (in addition to occasional evenings and weekends)</b>
<b>Contract:</b>	<b>Fixed term to Nov 2027 (with possibility of extension)</b>
<b>Annual Leave:</b>	<b>25 days pro rata + statutory holidays</b>
<b>Responsible to:</b>	<b>Advice Manager</b>
<b>Location:</b>	<b>Harlesden, London Borough of Brent</b>

### About the Role

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, work with partners to facilitate referrals, 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. Debt advice training to caseworker level, or an interest in achieving this, is desirable but not essential.

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 4-5-4 days per week.

Through your work, 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.

We offer a wide range of employee benefits including:

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development
- Clinical supervision

*We are an equal opportunities employer and committed to safeguarding. The post is subject to pre-employment and DBS checks.*

## **How to Apply**

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

1. An up-to-date CV
2. A Covering Letter (no more than 2 sides)
3. [Equal Opportunities Form](#) (also available on our website) by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

In your cover letter, please describe;

- 1) Why are you interested in working as a General Advice Officer at Sufra, and how do your values align with our mission?
- 2) What experience do you have providing advice or support to individuals facing hardship?
- 3) 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.

**160 Pitfield Way, Stonebridge, London, NW10 0PW**  
**Telephone: 020 3441 1335 | Email: [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk)**

**The deadline for applications is 9am, 19 of May. Note: Applications without a tailored covering letter will not be considered.** Should you need any adjustments to the recruitment process at the application stage please contact us by emailing [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

Short screening calls will be held on Friday, 23<sup>rd</sup> or May.

Interviews will be held on 28<sup>th</sup> and 30<sup>th</sup> May.

An initial screening call and an interview thereafter. Unfortunately, if you are not able to make available interview options, we may not be able to process your application further.

We appreciate the effort that is put into applications and so we endeavor to let everyone know the outcome of their application, even if you are not being invited to interview however due to the number of applications received, this may not always be feasible.

## About Sufra NW London

Sufra NW London is a local charity established in 2013 to address both the causes and consequences of impoverishment in the community.

Based in the London Borough of Brent, 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 homelessness and social isolation.

With the help of our volunteers and partners, we coordinate a network of food banks, kitchens, a community shop and café. These act as a gateway for guests to access more holistic support – including welfare advice, asylum support and our award-winning community garden.

We aim to work with our guests to find solutions to their challenges together, whilst campaigning against the causes of hunger and poverty. Our services include:

**Food Bank and Community Shops:** Through our two food bank hubs and our community shop, we improve access to food for thousands of people who cannot afford the basic cost of living.

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**Community Kitchens and Café:** We serve a freshly cooked nutritious two and three course meals every across multiple venues in Brent, mainly to people who are homeless, socially isolated, food bank users or those in debt or claiming benefits.

**Welfare Advice Service:** Our Advice Workers help people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties.

**Refugee Support:** The OpenARMs (Asylum Seekers, Refugee and Migrants) Programme aims to empower guests to become independent and to build a new life in our local community.

**St. Raphael's Edible Garden:** In our thriving Community Garden, we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a teaching yurt, a wildlife pond, a chicken coop (with 20 egg-laying hens), an orchard and an abundance of raised beds for growing vegetables and fruit.

**Community Wellbeing Service:** The Community Wellbeing Service, launched in February 2023, is a local support hub offering relief from the rising cost of living for local families. Through a £4/week membership, members have access to a range of support including a Community Shop, Community Café and Advice and Guidance through an extensive timetable of partners in the space.

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.

# Main Duties & Responsibilities

## 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

- Carry out assessments to identify urgent needs and appropriate support pathways for members at the Community Wellbeing Service.
- Support outreach or community engagement activities as needed.
- Provide holistic and person-centred advice and casework on the main enquiry areas, particularly welfare benefits, housing, employment, health and wellbeing, immigration and money management.
- 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;
- Develop and maintain good working relationships with external stakeholders for joined up working, including statutory and voluntary service providers, making referrals for guests where appropriate.
- Enable and support guests to act for themselves, wherever appropriate.
- Monitor the progression of all cases to the point of resolution.
- Conduct follow-up calls with guests where needed and track outcomes
- Support volunteers who are working on delivering Advice Services e.g triage volunteers and pathways volunteers
- Provide advice to the General Advice Service as and when required

## 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.

### **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
- 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.

## Person Specification

Competency	Specification	E	D
<b>Education &amp; Qualifications</b>	Minimum Level 3 qualification in Advice Work		✓
	Training in safeguarding	✓	
	L1 OISC in Asylum and Protection and Immigration		✓
<b>Experience</b>	Minimum 2 years' experience working in a similar field, providing advice and/or case management services	✓	
	Experience working with disadvantaged and/or vulnerable adults	✓	
	Extensive and up to date knowledge of the welfare benefits system	✓	
	Understanding of legislation relating to housing policy and homelessness		✓
	Up-to-date knowledge of legislation affecting advice provision and data protection	✓	
	Knowledge of AdvicePro or similar case management software		✓
<b>Skills &amp; Abilities</b>	Ability to establish good relationships with service users and stakeholders	✓	
	Ability to respect and maintain confidentiality	✓	
	Excellent communication skills in English	✓	
	Additional community language skills		✓
	Ability to work independently and prioritise workload	✓	
	Ability to manage and support volunteers as part of a team	✓	
<b>Attitude and values</b>	Honest, trustworthy and ethical in all actions and decisions	✓	

	Personal commitment to organisational excellence and the values of Sufra NW London	✓	
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The post is subject to a probationary period of 6 months.

**Your Data**

Sufra will use the information you submit to us to consider your application for a job. You have rights to your data, its accuracy and control over our use. For full information about how we will ensure that all applicant data is appropriately and securely stored, handled and disposed of, see our privacy policy [here](#). By submitting an application, you are acknowledging you have read and understood our Privacy Policy, although you can withdraw your application at any time.

**Eligibility to Work in the UK**

Please note that Sufra is unable to obtain a work permit on your behalf and is not able to sponsor visas.

**DBS Checks**

Please note that if you do not consent to the use of an external validation service for a DBS check, then we may be unable to take your application further. Confirmation of employment will only be given on receipt of satisfactory evidence and checks being issued and references have been received.

**References**

Once an offer of employment has been made, you will be asked to provide the names and contact details of two referees. If possible, the first referee should be your present employer and the second referee a previous employer.