



## JOB DESCRIPTION

<b>Title:</b>	Advice Services Manager
<b>Responsible to:</b>	Operations Manager
<b>Hours:</b>	35 hours per week
<b>Salary:</b>	£36,000 - £42,000 FT (depending on experience and qualifications)
<b>Based:</b>	Willesden, NW10 2JR; Haringey borough (including Hornsey, N8 9LP) + other locations if required
<b>Contract:</b>	Permanent (subject to continuation of funding)
<b>Please Note:</b>	DBS check will be required

## **JOB OVERVIEW**

Do you want to work for an organisation that makes a real difference, every day, to people from all walks of life? This is an exciting opportunity for someone already working in an advice role and looking to take the next step in their career to join the Brent Irish Advisory Service (BIAS) as Advice Services Manager.

The Advice Services Manager will take the lead on BIAS's day-to-day advice services, managing a small team of welfare and housing advice specialists to ensure that we provide the highest-quality service to our clients. You will need to have experience of delivering front-line benefits and/or housing advice, strong people skills and the ability to build good working relationships with staff and clients, along with excellent organisational abilities to ensure that casework and projects are delivered on time.

In 2025, BIAS is expanding its successful Brent-based welfare and housing advice service into Haringey borough. The Advice Services Manager will work closely with the Operations Manager to build and develop the new advice service in Haringey, ensuring that we replicate our excellent quality of service, strong record of positive outcomes and loyal client base.

This role will also involve working with the leadership team to help identify areas for future development and support grant applications and reporting, which will give you the opportunity to have a direct impact on shaping the organisation's future strategy and direction.

**If you are an experienced advice specialist and are looking to step up but don't have all the skills required, please consider applying as we are willing to consider appointing the right candidate as a training and development role.**

## KEY WORK AREAS AND MAIN DUTIES

### Staff management

- Managing a small advice team, ensuring the quality of the advice provided.
- Providing support, supervision and training to staff on the delivery of advice services, ensuring that appropriate advice is provided and casework deadlines are met.
- Ensuring good teamwork and lines of communication between staff and partner organisations.
- Creating a positive working environment in which equity and diversity are promoted and staff can do their best.

### Quality and service delivery

- Leading the welfare advice services in both Brent and Haringey boroughs, and contributing to further expansion.
- Maintaining a small personal caseload (approximately one to two days' work per week).
- Working with the Operations Manager to ensure that BIAS complies with Advice Quality Standard (AQS) requirements.
- Leading on monitoring service delivery, recording outcomes and ensuring efficient allocation of resources.
- Managing all aspects of risk relating to advice delivery, complaints handling, safeguarding and GDPR.

### Operational support

- Working with the leadership team as required on operational matters, including planning, strategy for future development and grant applications and reporting.

These are the basic duties required of the Advice Services Manager. However, it is necessary for all staff to be flexible and you may be required from time to time to perform other reasonable duties which are required for the efficient running of the organisation. We will also offer training opportunities to support your career development.

Candidates must be eligible to work in the UK. This role will be based in our advice offices in Willesden and Haringey<sup>1</sup> but there may be some options for flexible working (i.e. one or two days per week).

## ABOUT BIAS

BIAS is a local charity which has supported England's largest Irish community in Brent for over forty-five years. We deliver our support through our welfare advice drop-in service, our active ageing clubs and our Be-a-Friend volunteer scheme. We raise over £2 million in extra income for the most vulnerable every year and have over 3000 attendances at our club services. BIAS has exciting plans for further expansion in 2025 and has a range of medium- to long-term grant funding, including from Ireland's Emigrant Support Programme.

For further information about BIAS, please see our website [www.biasbrent.co.uk](http://www.biasbrent.co.uk).

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<sup>1</sup> BIAS is currently running its Haringey advice services from the Hornsey Vale Community Centre, with plans to establish a permanent office in Haringey later in 2025.

## HOW TO APPLY

To apply, please send a **CV and cover letter** to [recruitment@biasbrent.co.uk](mailto:recruitment@biasbrent.co.uk). Your cover letter should demonstrate how you meet the essential and desirable criteria for this role, with supporting examples.

The deadline for applications is **6<sup>th</sup> June 2025** but we encourage candidates to apply as soon as possible as interviews may be carried out on a rolling basis.

## PERSON SPECIFICATION

This lists the skills, experience, knowledge and abilities needed for this post.

Please make sure that you refer to these in your cover letter.

A = Application; I = Interview

Essential criteria	Method of assessment
A minimum of two years' experience providing advice or advocacy on welfare benefits, housing or similar areas.	A
Ability to take the lead on running day-to-day advice services with minimal guidance, including managing, motivating and supervising staff.	A / I
Knowledge of welfare benefits and other statutory sector services that clients may access.	A / I
Excellent organisational skills and experience of working to deadlines while coping with competing priorities, working both independently and as part of a team.	A / I
Experience of using customer relationship management (CRM) systems and/or willingness to undertake any necessary training.	A / I
Ability to communicate effectively at all levels, building good working relationships across staff, clients and partner organisations.	A / I
Excellent IT skills, including a good working knowledge of Microsoft Office.	A / I
An understanding of and commitment to equity, diversity and inclusion.	A
Desirable criteria	
An understanding/awareness of the needs of the Irish community.	A / I
Knowledge of the Advice Quality Standard (AQS) and ability to contribute to maintaining AQS accreditation.	A
Experience of maintaining community resource information to support clients.	A / I
Ability to contribute to grant research, applications and reporting alongside the leadership team, based on client data.	A / I