

# Triage & Advice Officer Recruitment Pack

Closing date for applications midnight on 15<sup>th</sup> September 2025

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# Welcome

I am delighted that you are considering joining our Cambridge House team. This recruitment pack explains how to apply and includes information about our organisation and this role that I hope you will find useful.

With a dedicated and innovative team, we have been working since 1889 to tackle poverty and social exclusion and to enable people to transition out of crisis and progress towards independence.

Our vision is of an inclusive, just and equitable society without poverty. Our activities are split into two areas: 'Transforming Lives' – frontline personalised services that break cycles of poverty and despair and support people to stabilise their lives and progress; 'Transforming Society' – lived experience and evidence-led research and knowledge exchange to support the development of social policy and practice. Our services include:

## Law Centre

Free, independent, and expert legal services in housing, employment, discrimination and welfare benefits law alongside crisis mitigation support.

## Independent Advocacy

Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

## Safer Renting

Specialist advice, support, and advocacy for vulnerable private rented sector tenants affected by criminal landlords.

## Youth Empowerment

Investing in young people so they thrive as adults.

## Disabled Peoples' Empowerment

Supporting people to take control of their own lives and futures.

## Research and knowledge exchange

Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

We value diversity and warmly welcome applications from disabled people, the LGBTQ+ communities, people from Black, Asian, and global majority communities, and candidates who shared lived experience with our service users.

If you would like to be part of our very special organisation and believe that you can contribute to our mission, we welcome an application from you.

For more information about us, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley CBE**  
**Chief Executive**

## Our Corporate Services Department

Supporting our vision to transform society and lives, our Corporate Services Department performs a vital role within Cambridge House. It provides essential support to our diverse service groups, The Law Centre, Safer Renting, Independent Advocacy, and Empowerment & Inclusion.

The team is dedicated to performing a wide range of administrative and support tasks that are crucial for the smooth operation of all service-led groups. By delivering user-focused and practical functions, we empower our frontline personnel to carry out their day-to-day activities efficiently and effectively.

From managing vital administrative duties to ensuring seamless coordination of facilities across all departments, the Corporate Services Department plays an important part in enabling our teams to deliver services to the communities and individuals that we engage with and support.

We are committed to fostering an environment where our service groups can thrive, ultimately contributing to our overarching goal of creating a positive impact on society.

## Why work for Cambridge House?

As a member of our team you join a diverse and inclusive team with a shared commitment to justice and equity. Our current team comprises people who:

- **Share lived experiences with our service users**
  - 100% of leadership
  - 75% of management
  - 78% of staff
  - 50% of trustees
  - 45% of volunteers
- **Are from Black Asian and global majority communities**
  - 100% of leadership
  - 25% of management
  - 42% of staff
  - 30% of trustees
  - 40% of volunteers
- **Are disabled, neurodiverse and/or live with a mental or physical health condition**
  - 100% of the leadership team
  - 75% of management
  - 38% of staff
  - 30% of trustees
  - 25% of volunteers
- **Are women**
  - 100% of leadership
  - 50% of management
  - 60% of staff
  - 50% of trustees
  - 55% of volunteers
- **Are non-binary or transgender**
  - 2% of management
  - 6% of staff
- **Are from LGBTQIA+ communities**
  - 25% of management
  - 29% of staff

From the moment you join Cambridge House, you will be part of an incredible group of people providing pioneering and high-quality services. You'll play a vital role in our life-changing charity and you'll have the opportunity to form special connections and relationships, work in a supportive and flexible environment, and be a part of our highly skilled and motivated team.

Our staff remuneration package offers:

- Personal learning and development plans
- A generous 30 days leave per annum plus bank holidays and long service increments
- Hybrid and flexible working
- Pension scheme
- Interest free staff loans for: Season tickets, Bicycle purchasing, Tenancy deposits, Nursery deposits, Tuition fees
- Tenancy health checks
- Childcare vouchers
- Eye tests
- An employee assistance programme
- Death in service benefits

## Job Description



Job title:	<b>Triage and Advice Officer</b>
Reports to:	Director of Administration and Corporate Services
Contract:	Permanent
Location:	Cambridge House offices
Salary:	£25,207- £26,500 per annum
Working hours:	35 (FT) hours per week (Monday to Friday)
Holiday:	30 days per annum
Special conditions:	Enhanced DBS Office working daily Monday to Friday Occasional evening and weekend work

### Job Purpose

As a member of Cambridge House's Administration Team, led by the Director of Administration and Corporate Services, this role is the first point of contact for service users seeking support from our Law Centre, Safer Renting, Empowerment and Inclusion, and Advocacy services, and is responsible for:

- i) Completing service user need assessments and identifying emergency cases, including the allocation of referrals to and the scheduling of appointments with appropriate in-house services and, where appropriate signposting to other agencies
- ii) Working with Heads of Service to ensure that triage processes meet the needs of each service and the organisation as a whole
- iii) Supporting and deputising for the Database and Insights Coordinator

### Key Duties

#### 1. Triage

- a) Maintain an up-to-date and detailed understanding of the services provided by Cambridge House including:
  - i) The types of support and eligibility criteria for each service
  - ii) Service policy, procedures and quality assurance manuals
- b) Maintain an up-to-date knowledge of referral pathways for support not provided by Cambridge House and signpost enquires to other providers when appropriate
- c) Assess service users' needs and process referrals within agreed timescales:
  - i) Maintaining our organisational independence from other statutory and voluntary sector providers and services in compliance with our service user support policies and guides
  - ii) Conducting eligibility checks to ensure access to appropriate support from Cambridge House services and/or other providers
  - iii) Recording all enquires and referrals on our database
  - iv) Developing service user support plans
  - v) Supporting service specialists to issue and monitor the return of Consent Forms as appropriate and ensuring data is recorded on our database.

- vi) Supporting service teams with administrative tasks, including recording, preparing and collation of documentation.
- d) Provide information, advice and guidance to service users so that are aware of the Cambridge House services and support that is available to them.
- e) Scheduling initial casework appointments for service users with caseworkers/specialists and monitoring follow-up to ensure action has been taken by the caseworkers/specialists.
- f) Assist caseworkers/specialists with the scheduling of appointments with service users and the scheduling of outreach activities, including liaison with partners
- g) Provide guided referrals where needed to service users being referred to other agencies.
- h) Consult with Cambridge House Heads of Service to coordinate the provision of information and guidance to other members of the Administration Team so that they are able to support the triage and emergency case processes.
- i) Assist in the preparation of fact sheets for service users including responses to frequently asked questions.
- j) Deputise for and work in partnership with the Data and Insights Coordinator to process appropriate evaluation and monitoring information on our database and ensure that data is analysed and reported in accordance with the requirements of:
  - i) Internal governance and quality assurance processes
  - ii) Grant and contractual conditions
  - iii) Service KPIs and accreditations
  - iv) Financial, EDI, safeguarding and health and safety processes

## **2. Administration and communications**

- a) Work in partnership with the Administration team to ensure the effectiveness of corporate systems and provide absence cover as appropriate including, undertaking training in the activities and procedures of other members of the team, and providing training in your own work.
- b) Open and close the office as required and be a first aider and/or fire marshal as required.

## **General Responsibilities**

1. To keep abreast of the overall work of Cambridge House.
2. To be self-servicing and competent in the use of IT software.
3. To participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
4. To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making, as necessary.
5. To comply with all of Cambridge House's corporate policies and procedures.
6. To perform any other duties commensurate with the role.
7. To work occasional unsociable hours (evenings and weekends).
8. Travel across, and on occasions, outside of London.



This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and training</b>		NVQ Level 3 Advice & Guidance, or equivalent qualification or experience.
<b>Knowledge and experience</b>	<ol style="list-style-type: none"> <li>1. Relevant service-user facing experience in a social welfare, advice, housing and/or legal services environment.</li> <li>2. Experience of working with service users to achieve outcomes based on needs and risk assessments.</li> <li>3. Excellent working knowledge and comprehension of written English.</li> <li>4. High level proficiency in use of Microsoft Office including Excel and Word.</li> <li>5. Understanding of data protection and confidentiality policy and practice.</li> <li>6. Understanding of equality and diversity in practice.</li> <li>7. Understanding of safeguarding in practice.</li> <li>8. Experience of successfully completing tasks in a fast-paced environment and to deadlines.</li> <li>9. Experience of working pro-actively and with minimal instruction.</li> </ol>	<ol style="list-style-type: none"> <li>1. Working in a charity/not for profit organisation.</li> <li>2. Working in a small team.</li> <li>3. Knowledge of legal aid eligibility requirements.</li> <li>4. Experience of working with service users experiencing trauma.</li> <li>5. Experience of database administration</li> </ol>
<b>Skills, abilities, and competencies</b>	<ol style="list-style-type: none"> <li>1. Administration skills and ability to work with multiple services simultaneously</li> <li>2. A person-centred approach with an ability to build trust with service users and communicate with compassion and empathy.</li> <li>3. Strong personal resilience and flexibility to work with different service teams.</li> <li>4. An analytical approach that supports detailed understanding of and training in legally defined service eligibility requirements.</li> <li>5. Ability to react appropriately to short and long-term issues and to be decisive.</li> <li>6. Ability to prioritise conflicting tasks and manage a challenging workload.</li> <li>7. Confident and adept communicator with strong interpersonal and presentation skills.</li> <li>8. Ability to work flexible hours, including evenings and weekends.</li> </ol>	

<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>1. Honesty, reliability, and excellent timekeeping.</li> <li>2. Loyalty and a commitment to Cambridge House's work.</li> <li>3. Positive, enthusiastic, and friendly attitude.</li> <li>4. Problem solving and 'can-do' approach.</li> <li>5. Listening skills.</li> <li>6. Flexible, motivated, and adaptable to change.</li> <li>7. Discretion.</li> <li>8. Customer-focused.</li> <li>9. Inclusive team-player.</li> </ol>
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## How to Apply

### 1. Please provide:

- a) An evidenced-focused **Supporting Statement (no more than two sides of A4)** explaining why this appointment interests you and how you meet the essential criteria in the person specification.
- b) Your **Curriculum Vitae (no more than two sides of A4)** with your:
  - i) Full address, email, mobile, work and home telephone numbers.
  - ii) Education and professional qualifications.
  - iii) Full employment history and details of your latest salary and your notice period.
- c) The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.

### 2. A completed **Diversity Monitoring Form**

The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.

### 3. A completed **Criminal Records Declaration Form**

The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.

4. As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
<b>Closing Date for applications</b>	<b>Midnight 15<sup>th</sup> September 2025</b>
<b>Interviews</b>	<b>Week commencing 22<sup>nd</sup> September 2025</b>
The interview dates may change but we will advise you in advance.	
Successful applicants will be asked to take up their appointments as soon as possible.	

**Please email completed applications by midnight on 15 September 2025 to: [recruitment@ch1889.org](mailto:recruitment@ch1889.org)**

**Applications MUST include all of the following 5 documents:**

1. Supporting Statement – 2 sides of A4
2. CV – 2 sides of A4
3. Contact details of 2 professional and/or academic referees
4. Diversity Monitoring Form
5. Criminal Records Declaration Form



**If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.**

**Please note that we only provide feedback to shortlisted candidates.**