

APPLICATION PACK Support Officer

About the London Irish Centre (LIC)

Our **Mission** is to empower and enrich lives through Irish community and culture.

The **Vision** of the London Irish Centre is to be the Irish Heart of London.

Established in 1954 to cater for the needs of Irish emigrants, the charity is now a vibrant, multicultural organisation and a hugely important resource for the Irish and local communities in London, with social groups and satellite offices throughout North and North West London.

Our Community Services provision is the largest for Irish people outside of Ireland. Our culture and arts programme provides entertainment and education for over 20,000 people each year. In total, the Centre welcomes over 60,000 attendees p.a. for conferences, weddings, functions, meetings and festivals.

Working closely with our Patrons **Dermot O’Leary** and **Ed Sheeran** we are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre as a world-class community and cultural centre.

Our Services:

Our **Community Services** are modelled around a strengths-based approach to support the Irish community to be the best they can be. We work across the following service areas:

1. **Information and Advice** - We provides specialist accredited information and advice across a wide range of welfare issues. The service is accredited by the **Advice Quality Standard (AQS)** to deliver advice on welfare benefits, housing and older people’s issues. The Service includes specialist legal advocacy providing support and representation to appeal welfare benefits decisions.
2. **Community Development** – The Service exists to enable people to build strong support networks in the community. By building on existing community assets, it addresses needs including isolation, mental health, physical health, food poverty and digital poverty. It does this through a range of services, including Befriending, social groups around London, a Community Café, Community Kitchen, Community Health Navigation, Community Fridge and Digital Inclusion.

The **Community** we serve is widespread and diverse and we provide opportunities for people to get together online and in person through the use of:

- **Online Resources** - We have an informative, vibrant website and active social media presence
- **Volunteering** - Our constantly expanding pool of over **300 volunteers** play a vital role in the operation of the organisation whilst developing their own skills and networks

- **Family playgroup** - This is a fun, welcoming Saturday group which connects young families with Irish culture and language
- **Venue** - The Centre in Camden hosts multiple events which address the needs of the Irish community as well as being a wonderful venue for major events and conferences as well as being a charity hub and a venue for conferences and social gathering. We welcome over **60,000** each year

In **Culture**, we manage London's leading Irish cultural programme:

- **Culture and Arts** - London's leading Irish cultural programme reaches over **20,000**
- **Community Usage Programme** - We give space and assistance which facilitates over **400 events** and meetings for Irish groups
- **Mentoring and Support** - We provide essential support to Irish individuals and organisations for the promotion of Irish culture, heritage and identify
- **Library** - Our library holds over **6,500 books** of Irish interest, one of the largest collections of its kind in Britain
- **Platform** - We offer Irish artists multiple performance opportunities
- **Gaeilge** - Our Irish language programme allows over **300 yearly** to reconnect with their native language

How to Apply

In this pack we have included a job description and person specification to support your candidature, which we request be addressed through our application form.

To apply for this vacancy, please complete the application form and upload it through the portal – <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=4e3bbf7c-dc1e-437c-aabb-aac1b09fe262>

[Please be aware that we will not accept applications by C.V. and covering letter.](#)

The deadline for applications is 9am, Monday 5th December 2022.

We will not be able to accept late applications so please ensure that your application is submitted in good time for this deadline.

If you would like to have an informal conversation with Bernie Dolan Head of Information and Advice; please contact us by email at recruitment@londonirishcentre.org to arrange a call.

I hope that you will consider applying for this important role at the London Irish Centre, joining us in our mission to deliver empower and enrich lives through Irish community and culture.

Kind regards,

Nicola Byrne
SENIOR PEOPLE & OPERATIONS OFFICER

The London Irish Centre
50-52 Camden Square
London
NW1 9XB

The Opportunity

Job Brief

The London Irish Centre (LIC) Information and Advice service seeks to make a real difference to people’s lives through the provision of welfare benefits, housing and culturally sensitive support. We work to help our community achieve positive goals and improve wellbeing, connection and resilience using a strengths-based and person-centred approach.

Job Title:	Support Officer
Reporting to:	Head of Information & Advice
Salary:	£24,000 to £30,000 per annum, depending on experience
Office Location	Camden Square NW1 9XB
Working Hours:	5 days (35 hours) per week (usually Monday-Friday, 9-5 occasionally flexibility may be required)
Key working relationships:	Members of the public, LIC Managers and staff, volunteers & partners
Contract type:	Permanent

The Role

With this new role we plan to extend our offer to provide wrap around support to the people we work with through a support service. We will help people with practical needs, with navigating life challenges, to achieve goals and aspirations and those with physical and mental health issues and complex needs in accessing appropriate support.

About You

- You are passionate about supporting people to live their best lives and reach their potential
- You are empathetic, compassionate and non-judgemental
- Can easily build relationships and naturally put people at ease
- Experience of supporting people with complex needs and those in crisis
- Ability to remain calm and in control in a crisis and be measured in your response
- Excellent interpersonal and communication skills
- Experience of undertaking assessment of needs to facilitate and coordinate interventions and support
- Knowledge of relevant networks in both statutory and community settings & building and managing relationships with partner organisations

Key areas of responsibility:

- Provide screening, assessment and one to one need-led interventions
- Build positive and supportive relationships with clients

- Enable and facilitate people to develop support plans, set realistic goals and monitor progress
- Design, deliver and provide person centred and strength-based support to individuals which contributes towards the achievement of client goals and ensures client needs are met effectively
- Safely manage safeguarding concerns and complex needs in line with LIC policy
- Carry an evolving caseload
- Signpost to appropriate services and facilitate referrals to specialist support where required
- Work as part of a multi skilled team to deliver a high quality, appropriate and timely service
- Collaborate with and develop partnership relationships to build effective referral pathways of support
- Contribute to the safe and effective delivery and development of services
- Support the collection and sharing of data
- Adhere to LIC policy and procedures

This job description is a guide to the nature of the work required of the Support Officer. It is not wholly comprehensive or restrictive and may be reviewed as required.

Personal Specification

Essential and Desirable Skills & Experience

	Skills & Experience	Essential	Desirable
1	Ability to be caring and sensitive whilst motivating, empowering, and supporting people to achieve goals	X	
2	Experience of supporting or working with people with complex or challenging needs using a strengths-based and person-centred approach		X
3	Experience of identifying client needs, calmly and confidently supporting people in crisis or at risk		X
4	Ability to competently facilitate positive interventions and take appropriate actions to achieve them	X	
5	Energetic, enthusiastic, and passionate about improving the wellbeing of others and making a difference to people's lives	X	
6	Experience of outcome-based service delivery and the required records which evidence that		X
7	Experience of outcome-based service delivery and the required records which evidence that	X	
8	Good IT skills with experience of using a database or CRM system or willingness to learn	X	
9	A creative, proactive and solution focused approach to working with people	X	
10	Sympathetic to and supportive of the values of the charity	X	

Summary of Conditions

Job Title: Support Officer

Salary: £24,000 to 30,000 per annum, depending on experience

Working hours: 35 hours per week - excluding a daily one-hour lunch break. The London Irish Centre's normal working hours are 9-5pm Monday-Friday. Occasionally flexibility may be required for this role.

Start Date: ASAP

Contract Type: Permanent

Probationary Period: The post is subject to a six-month probationary period, wherein two weeks' notice is required on each side.

Notice Period: Once confirmed in post, notice is 2 months on either side.

Overtime: No overtime payments: the London Irish Centre operates a Time Off in Lieu System.

Holidays: 26 days per year plus all public holidays with an additional day after five years of employment.

Pension: All staff who are eligible can join the LIC pension scheme within 3 months.

Travel & Subsistence: All costs other than home to office are reimbursed according to regulations and within budget.

Right to work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

DBS Check: An application for a DBS certificate will be submitted for the successful applicant.

References: Offers of employment are subject to the receipt of references that are satisfactory to The London Irish Centre.

Equal Opportunities: The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities, and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We encourage Black, Asian & minority ethnic and disabled applicants and value the positive impact that difference has on our teams. We are committed to equality and diversity within our workforce and all opportunities provided by the LIC. Whilst our offices have some barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace.

Employee Benefits

Enhanced annual leave

Six additional days above statutory entitlement (26 days in total plus bank holidays) pro rata. Increase to 27 days after 5 years of service pro rata.

Enhanced sick pay

Four weeks of contractual hours on full pay after completion of probationary period pro rata (remainder at statutory rate).

Enhanced maternity and adoption leave pay

To support sustainable living while having a family we offer enhanced pay while on leave. Please do contact us if you would like further information.

Personal development programme

Continuous Personal Development is actively encouraged and training opportunities explored.

Flexible working

Flexible working is considered where possible for each role.

Cycle to Work Scheme

Save up to 42% on the cost of bikes and equipment and spread the cost across 12 months.*

Tech Scheme

Save up to 12% on the cost of technology from Apple and Curry's PC World and spread the cost across 12 months.*

Eyesight Tests and Corrective Glasses

If you have difficulty with your eyesight whilst using the display screen for work, we will pay for an eyesight test in accordance with regulations. This will determine if you require corrective glasses to reduce the health risks involved in the use of computer screens. If corrective eyewear is required then we will provide basic eyewear, which must be used whilst using the computer.

Jury Duty leave pay

If you receive a summons to serve on a jury your leave of absence will be paid at your full rate unless exemption is obtained.

Employee Assistance Programme

The EAP helps employees deal with personal problems that might adversely impact their health and wellbeing. EAP includes a 24/7 counselling, legal and information line, online health portal and critical incident advice for employees and their immediate family.

Complimentary tickets

Complimentary tickets to LIC core cultural programmed events (subject to availability and may not apply to fundraising events and partnership events at external venues)

Education Programme

50% discount on LIC education courses (subject to availability)

The LIC shop and bar

20% staff discount at the LIC shop and 10% staff discount at the LIC bar

Mindfulness App membership

Membership to a mindfulness app which provides guided meditations to support your wellbeing

***Only available to staff on contracts of a minimum of 12 months**

LONDON IRISH CENTRE

OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values we:

- Offer a warm, friendly Irish welcome to all
- Bring kindness and care to all with whom we work
- Celebrate diversity in Irish culture, heritage and identities, and in the wider community we serve
- Aim to be outstanding in everything we do
- Keep community service and connections at the heart of our work
- Work with environmental and organisational sustainability in mind
- Provide a culture where everyone feels a sense of belonging and respect
- Listen to, cultivate, and explore new ideas and solutions
- Show commitment to the vision, mission and people of the LIC

We provide a home away from home for the Irish in London.