

APPLICATION PACK
Advice and Support Manager

Job Role:	Advice and Support Manager
Reporting to:	Director of Community
Responsible for:	Advice and Support team
Salary:	£37,000 to £43,000 per annum (subject to experience)
Days:	5 days (35 hours) per week (Monday-Friday, 9-5) with flexibility as required
Location:	Camden Square, NW1 9XB
Contract type:	Permanent

About the London Irish Centre (LIC)

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

We are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre home as a world-class community and cultural centre.

Our services include:

- **AQS Information, Advice and Support** on a wide range of welfare issues, from housing to benefits
- **Social Groups** strengthening communities across London
- **Warm, safe spaces** for people to connect
- **Community Café** serving subsidised nutritious meals
- Accredited **Befriending Service** to connect people facing loneliness
- **Health and Wellbeing Advice** led by our resident nurse
- **Survivor Service**, including a **Freephone Response Line** to provide information and support to survivors of Irish institutional abuse
- **Weekly Walk-in Enablement Clinic** for those living with complex needs or multiple areas of disadvantage
- **Food Poverty Support**, including a Community Fridge with food donations available, emergency vouchers and food bank collection.
- London's leading Irish **Arts, Culture** and **Heritage** programme
- 4 dynamic **venue** spaces available to **hire** for meetings, weddings, classes and more
- **Café-bar** workspace serving snacks and drinks
- **Library** with over 7,000 books

How to Apply

In this pack we have included a job description and person specification, which we request be addressed through our application form. To apply, upload the completed application form to this portal – <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=15195958-e74e-4631-9c30-82938c154498>

The deadline for applications is 9am on Monday 2nd October.

If you would like to have an informal conversation with Bernie Dolan, Director of Community, please contact us by email at recruitment@londonirishcentre.org to arrange a call.

Job Brief

The London Irish Centre provides diverse services to the Irish Community in London with an open-door policy we offer a warm and inclusive welcome to all. Our centre is a hub of community and cultural activities, as well as a space for events and social connection.

Our mission is to empower and enrich lives through Irish culture and community. We do so through our accredited Advice service, our Support service and Community programmes, with our Cultural events, Heritage and Educational offering and our Venue.

Using a strengths-based approach the Advice and Support Service exists to reduce poverty, enable access to safe and secure housing and empower people to engage with relevant support. We aim to maximise income, break down barriers to support and advocacy, help people through crisis, with practical support and culturally sensitive needs.

We are local council strategic partners and work closely with other partner agencies to deliver best practice services. The Advice and Support Service forms part of the London Irish Centre's wider Community offering alongside our Community Programmes. All working collaboratively to deliver quality, best practice and person-centred holistic services. Working primarily with people who identify as Irish (although identifying as Irish is not a requirement and we are open to all), we deliver Advice Quality Standard (AQS) accredited information, advice, support, and advocacy.

About you

- A self-starter with demonstrable experience of working in advice and support services.
- An experienced leader and influencer with the ability to motivate, support and manage a team to deliver best practice and accredited services in response to the needs of a community.
- Passionate for making a difference to people's lives, their economic and living conditions and supporting people with complex needs and multiple areas of disadvantage.
- Organized and solution focused with a drive for developing people and services as well as driving and implementing quality improvements.
- Calm and controlled under pressure with experience of navigating complex interactions and managing safeguarding concerns effectively.
- Success in supporting a service through an accreditation process.

Personal Specification

Essential and Desirable Skills & Experience

	Skills & Experience	Essential	Desirable
1	A minimum of 2 years line management and performance management experience.	X	
2	Several years' prior experience of working in an accredited advice service.	X	
3	An extensive working knowledge of the law and standards required to deliver a high-quality advice service.	X	
4	Experience of successfully achieving the Advice Quality Standard or other quality mark.		X
5	Experience of managing safeguarding concerns and working with people with complex needs.	X	
6	Experience of establishing effective relationships with a wide and diverse range of people and organisations.	X	
7	A flexible and solution focused approach and a strong collaborator.	X	
8	Experience of change management		X
9	Excellent system, process, and IT skills, with an ability to effectively gather and analyse data through online systems.	X	
10	Excellent organisational and time management skills, with an ability to prioritise and manage workload to meet deadlines.	X	
11	Reflective and warm approach to working with others.	X	

Key areas of responsibility

- Line management of advice and support teams, including recruitment and performance management.
- Enhancing team members performance, learning, development and wellbeing through supervision, appraisals, and training.
- Managing and developing successful service projects and activities and coordination of best practice service delivery.
- Managing and supporting complex case delivery and effective case management within the team.
- Safeguarding lead, working with other leads and Director of Community to ensure the safe delivery of services.
- Leading on internal crisis grant distribution.
- Leading with AQS accreditation reviews and continued alignment and development of practice to AQS requirements.
- Quality monitoring of performance, service delivery and data collection against budgets, targets, key performance indicators and AQS requirements.
- Administration of, promotion and supporting the effective use of our CRM, Beacon.

- Supporting Director of Community with report writing and bids, service reviews and development as well as other service-related projects.
- Representing and promoting the Advice and Support service across partner networks, proactively building, and engaging with partnership working, community connections and networking.

Employee Benefits

- Enhanced annual leave - 25 days plus bank holidays (increase to 26 days after 5 years of service pro rata)
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata
- Enhanced maternity and adoption leave pay
- Flexible working where possible for each role
- Cycle to Work Scheme
- Tech Scheme
- Eyesight tests and corrective glasses
- Jury Duty leave pay
- Employee Assistance Programme
- Complimentary tickets to select events
- 50% discount on LIC education courses (subject to availability)
- 20% discount at the LIC shop and 10% discount at the LIC bar
- Mindfulness app membership

***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

The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.