

**APPLICATION PACK**  
**Citizenship and Identity Officer**

<b>Job Role:</b>	Citizenship and Identity Officer
<b>Reporting to:</b>	Advice and Support Manager
<b>Key Working Relationships:</b>	Members of the public, LIC Managers and staff, volunteers & partners
<b>Salary:</b>	£24,000 to 30,000 pa, depending on experience
<b>Days:</b>	5 days (35 hours) per week (usually Monday-Friday, 9-5 - flexibility maybe required occasionally)
<b>Location:</b>	Camden Square, NW1 9XB
<b>Contract type:</b>	Permanent

### About the London Irish Centre (LIC)

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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

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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=ada208d6-e787-4eb5-bab9-0e014888caea>

**The deadline for applications is 9am on Monday 9<sup>th</sup> 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](mailto:recruitment@londonirishcentre.org) to arrange a call.

**Job Brief**

The London Irish Centre (LIC) Community offering seeks to make a real difference to people’s lives through the provision of accredited Advice, Support and Community Programmes. We work to help our community achieve positive goals and improve wellbeing, connection and resilience using a strengths-based and person-centred approach.

With this new role we will enhance our offer to provide individualised and specific support with Irish citizenship and identity through information provision, application support and advocacy.

You will be supporting the development of this exciting new service alongside the Advice and Support Manager and advice and support teams. You will also work closely with the Irish embassy and passport and consular offices in Britain and Ireland.

**About you**

- A self-starter who is organised, and proficient in using IT systems
- Excellent interpersonal and communication skills
- You are passionate about helping people to live their best lives and reach their potential
- You are empathetic, compassionate and non-judgmental
- Can easily build relationships and naturally put people at ease
- Calm and controlled in a crisis and are measured in your response
- Experience of undertaking assessment of needs to facilitate and coordinate interventions and support
- Solution focused with an interest in developing processes and systems

**Personal Specification**

**Essential and Desirable Skills & Experience**

	<b>Skills &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
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 using a strengths-based and person-centered 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	Experience of outcome-based service delivery and the required records which evidence that		X

6	Excellent communication skills, ability to build and maintain relationships, advocate for people, and inspire others	X	
7	Experience of supporting the development of a service		X
8	Excellent system, process, and IT skills	X	
9	A creative, proactive and solution focused approach to working with people and systems	X	
10	Reflective and warm approach to working with others	X	

### Key areas of responsibility

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- Build positive and supportive relationships with clients
- Design, deliver and provide person centered and strength-based support to individuals which enables and facilitates clients to become informed about, and access their Irish Citizenship and Identity entitlements
- Provide assessment and one to one needs-led telephone, online and in person appointments
- Carry an evolving caseload
- Administration and development of process and systems for this new area
- Organize and lead on the delivery of regular 'Passport Days' throughout the year
- Work as part of a multi skilled team to deliver a high quality, appropriate and timely service
- Train and support team members with best practice delivery of this project
- Collaborate with and develop partnership relationships to ensure best practice and up to date service provision, as well as access to this service for pan Britain community members
- Safely manage safeguarding concerns and complex needs in line with LIC policy
- Signpost to appropriate services and facilitate referrals to specialist support where required
- Lead on the collection and sharing of data required to support this project through our CRM, Beacon
- Adhere to LIC policy and procedures

### 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.*