

APPLICATION PACK Advice Officer

Job Role:	Advice Officer
Reporting to:	Advice & Support Officer
Salary:	£27,000 - £33,000
Working Hours:	Monday-Friday, 9am-5pm (35hrs)
Location:	London Irish Centre, 50-52 Camden Square, NW1 9XB
Key working relationships:	Members of the public, managers, staff, volunteers, and partners.
Contract type:	Permanent, full-time

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.
- Four 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=05463f68-c8f4-4f14-9a65-4c13c93aa2e2>

The deadline for applications is 9am Monday 4th December.

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 Advice Service is dedicated to enhancing income, alleviating poverty, and ensuring secure housing for community members throughout London. Our goal is to empower individuals by facilitating access to appropriate support through a strength-based and person-centered approach. We offer accredited information and advice on welfare benefits and housing, as well as broader assistance in obtaining grants and Irish state pensions. In addition, our services extend to legal advocacy, where we provide advice, support, and representation in cases involving adverse benefit decisions and accessing compensation schemes.

As an integral part of the London Irish Centre's Community services, the Advice Service collaborates with our Support Service, Community Programmes (responsible for events and activities), and our specialized Survivor Integrated Service. Together, we strive to deliver community-led and best-practice support.

Personal Specification

Essential and Desirable Skills & Experience

	Skills & Experience	Essential	Desirable
1	Minimum of one year experience of working as an advisor with welfare benefits, including benefit calculations and disability benefits.	X	
2	Advising on areas of housing law including homelessness, entitlement and allocations, security of tenure and succession rights.		X
3	Experience of managing complex and varied caseloads.	X	
4	Current knowledge of welfare benefit and housing legislation.	X	
5	Coaching and leading by example, motivating, and empowering clients, using a strength-based approach.	X	
6	Utilising case recording and other information systems that support advice provision and service evaluation.	X	

7	Excellent organisation skills and the ability to maintain accurate and concise records.	X	
8	Ability to calmly manage challenging situations and cope under pressure.	X	
9	Working to the Advice Quality Standard or other quality mark.		X
10	Excellent listening, verbal, and written communication skills.	X	
11	Ability to represent clients and negotiate on their behalf.	X	
12	Sound analytical skills and ability to reflect on own and others practice.		X
13	Flexible, proactive, and problem-solving approach to work and development.	X	

Key areas of responsibility

- Deliver information and advice on welfare rights, housing, and benefits according to client needs.
- Undertake casework and manage your own caseload with minimal supervision.
- Provide services in accordance with all relevant quality standards.
- Create and maintain comprehensive client and service provision records, using information technology and other systems.
- Contribute to telephone, drop in, and pre-booked appointment services.
- Act on behalf of clients by advocacy with third parties, including the Department for Work and Pensions and local authorities, by letter, telephone, email, and in-person.
- Contribute to multi-disciplinary service provision, build excellent working relationships, and establish referral pathways to achieve the best outcomes for clients.
- Maintain excellent knowledge of financial support and interventions, as well as changes in law, practice, and supporting services.
- Work closely and collaboratively with internal services.
- Ensure safeguarding measures for vulnerable adults and children, as well as the health and safety of staff, volunteers, and clients, are followed in line with established processes.
- Work within LIC Policies and Procedures, incorporating confidentiality, data protection, equality, and diversity in all areas of work.
- Participate in meetings and commit to personal learning and professional development.
- Follow any other reasonable management instructions.

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.