

APPLICATION PACK
Gateway Assessment Officer

Job Title:	Gateway Assessment Officer
Reporting to:	Advice & Support Manager
Key working relationships:	Members of the public, managers and staff, volunteers, and partners
Salary:	£27,000 - £33,000 per annum
Office location:	50-52 Camden Square, NW1 9XB
Days:	Monday-Friday (Hybrid, flexibility required with 3 to 4 days in the centre)
Contract type:	Permanent

Who We Are

The London Irish Centre's mission is to empower and enrich lives through Irish community and culture. Since 1955, we have served the Irish community in London, providing crucial support, connection and a 'home from home' to those living in the capital.

Our services include accredited advice and support, community wellbeing activities, and an extensive programme of Irish arts, culture and education. Our venue also comprises of a licensed bar and shop, as well as private hire spaces to support the work of our charity.

As the Irish heart of London, we extend a warm, inclusive welcome to all who seek our help, offering support, community, and a place to celebrate the best of Irish culture. 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.

How to Apply

In this pack we have included a job description and person specification to support your candidature. The details in the job description and person specification should be addressed in a maximum one-page cover letter. The cover letter should include your current job title, salary and position within banding where relevant. To apply, upload your CV and cover letter to this portal: <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=494edd6b-6d71-49dd-8f4d-3f88ffc86976>

Please note that all roles at the London Irish Centre are subject to enhanced DBS (Disclosure and Barring Service) checks as part of our commitment to safeguarding and promoting the welfare of vulnerable individuals.

The deadline for applications is Monday 29th September 2025, 9am. However, applications will be reviewed on a rolling basis, and we will be actively interviewing. We reserve the right to close applications before the stated deadline. Interviews will begin with an initial online screening, followed by in-person interviews at the Centre.

If you would like to have an informal conversation with And Hansard (Advice and Support Manager) please contact us by email at recruitment@londonirishcentre.org to arrange a call.

Job Brief

The Information and 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 assistance in obtaining grants.

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

The Gateway Assessment Officer acts as the single point of contact in an organisation accessed by people with multiple and complex presentations, and a strong commitment to supporting those facing financial hardship or insecure living conditions. This role works directly with clients to deliver accredited advice and practical guidance, helping them navigate complex systems and secure the support they need. The role also works closely with colleagues across the organisation to ensure a holistic and integrated service that puts community needs first.

Responsibilities/Duties:

- Work in line with the purpose, vision, mission, and values of the LIC.
- Deliver high-quality assessments by phone and online making dynamic triage decisions for all referrals and enquiries to the service. Including the response line.
- Provide the first point of contact advice and support, identifying client needs and priority cases to ensure a timely and appropriate intervention.
- Support with the processing grant applications.
- 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.
- Act as the gateway for clients, facilitating engagement to internal services and external professionals, referring to mental health and social care, and other services as appropriate.
- Support and work collaboratively with staff and volunteers to offer high-quality equitable advice and support to clients, professionals, and visitors.
- Work collaboratively with the Information and Advice Service, Community Development and Culture teams, along with external partners and organizations.
- 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.

Personal Specification

Essential and desirable experience, knowledge, skills, and abilities

	Skills & Experience	Essential	Desirable
1	Experience of delivering advice on welfare benefits, including benefit calculations, disability benefits and housing		X
2	Experience of single point of contact and triaging as well as conducting assessments for people with complex needs	X	X
3	Ability to quickly identify client needs calmly and confidently, supporting people in crisis or at risk and take appropriate action	X	
4	Well-developed verbal and written communication skills, with an ability to build and maintain relationships and advocate for clients	X	
5	Good level IT skills across Microsoft Office 365 suite and ability to use other digital platforms.	X	
6	Recording on client/case management systems to ensure data quality and effective sharing of work		X
7	Mental health qualification or equivalent training and experience in working with people with complex needs		X
8	Understanding of Irish community and culture would be advantageous		X

	Qualities	Essential	Desirable
1	Friendly, warm, and open – ability to cope with stressful situations and conflicting demands.	X	
2	An affinity and enthusiasm with the purpose, vision, mission, and values of the LIC.	X	
3	Flexible and adaptable to changes in the daily routine and longer-term plans.	X	

This job description outlines the key responsibilities and duties associated with the role. It is not exhaustive or restrictive and may be reviewed and amended in line with service needs and organisational priorities. The postholder may also be required to work from other locations or undertake other duties as reasonably requested by management.

Employee Benefits

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 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*
- Cycle to Work Scheme*
- Tech Scheme*

- Eyesight tests and contribution to 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.