

**APPLICATION PACK
Advice Officer**

Job Title:	Advice Officer
Reporting to:	Advice & Support Manager
Key working relationships:	Members of the public, managers and staff, volunteers, and partners
Salary:	£24,800- £29,600 (£31k- £37k FTE) (28hrs 0.8FTE)
Office location:	50-52 Camden Square, NW1 9XB
Days:	28 hours (0.8FTE) (Hybrid – minimum three days on site)
Contract type:	2 year Fixed-term contract

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.

Please apply via our Recruitment Portal here:

<https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=176c644c-a5d9-49e6-bc8c-a7b073cd6955>

Please note that this role is subject to enhanced DBS (Disclosure and Barring Service).

Please refer to our website or Recruitment Portal for closing date and recruitment timeline

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 London Irish Centre is seeking an experienced, compassionate and knowledgeable Advice Worker to join our committed team. The successful candidate will bring expertise in welfare rights and housing, and a strong commitment to supporting those facing financial hardship or insecure living conditions. In this role, you will work directly with clients to deliver accredited advice and practical guidance, helping them navigate complex systems and secure the support they need. You will also collaborate with colleagues across the organisation to ensure a holistic and integrated service that puts community needs first.

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 assistance in obtaining grants.

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

About You

- You have solid experience advising on welfare benefits and housing law, including issues like homelessness, poverty, and disability benefits.
- You use a strength-based, person-centred approach to empower clients and achieve positive outcomes.
- You're confident advocating for clients with agencies such as the DWP and local authorities, both in writing and verbally.
- You're highly organised, able to manage competing demands, and proficient in using case management and information systems.
- You demonstrate excellent communication and interpersonal skills and are comfortable working with diverse client groups and professionals.
- You're collaborative, flexible, and committed to safeguarding, equality, and continuous professional development.

Personal Specification

Qualifications	Essential	Desirable
Degree in Health & Social Care, Social Work/ Social Policy, Public Health, Law, Community Development or a related field		X

Level 3 or 4 Certificate in Advice and Guidance, Case management or related field	X	
OR: Minimum of three years' experience of working as an advisor with welfare benefits, including benefit calculations, disability benefits and challenging decisions (mandatory reconsiderations and appeals) in a professional setting.	X	

Skills & Experience	Essential	Desirable
Experience advising on areas of housing law including homelessness, entitlement and allocations, security of tenure and succession rights.		X
Experience managing complex and varied caseloads.	X	
Up-to-date knowledge of welfare benefit and/or housing legislation.	X	
Ability to coach, motivate and empower clients using a strength-based approach.	X	
Utilising case recording and other information systems that support advice provision and service evaluation.	X	
Excellent organisation skills and attention to detail.	X	
Experience working to the Advice Quality Standard or similar quality mark.	X	
Excellent listening, verbal, and written communication skills.	X	
Ability to represent clients and negotiate on their behalf.	X	
Sound analytical skills and ability to reflect on own and others practice.	X	

Attributes and Qualities	Essential	Desirable
Flexible, proactive, and solution-focused approach to work and development.	X	
Ability to manage challenging situations calmly and effectively.	X	
An affinity and enthusiasm with the purpose, vision, mission and values of the London Irish Centre.	X	
Keen to learn and develop in the role, with an ability to make best use of mentoring, supervision and training opportunities.	X	

Key areas of responsibility

- Work in line with the purpose, vision, mission, and values of the LIC.
- Deliver high-quality information and advice on housing and welfare benefits according to client needs.
- Manage your own caseload and undertake casework 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.
- Support service delivery via telephone, drop-in, and pre-booked appointments, including staffing the response line as needed.
- Advocate on behalf of clients 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 benefits, housing law, grants, as well as changes in law, practice, and supporting services.
- Work collaboratively with internal teams and services.
- Attend any outreach including social groups as required.
- 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.
- Comply with LIC policies and procedures, including those relating to confidentiality, data protection, equality, and diversity.
- Participate in meetings and commit to personal learning and professional development.
- Carry out any other reasonable duties as directed by management.

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.