



# General Advice Officer Job Pack



**FIGHT  
POVERTY  
LOVE  
COMMUNITY**

Registered Charity Number 1151911.

# About Us

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Sufra NW London is a local charity established in 2013 to address both the causes and consequences of impoverishment in the community.

Based on St. Raphael's Estate, the London Borough of Brent's most disadvantaged neighbourhood, our services aim to prevent hunger, fight poverty and build community – by working with families living in poverty, asylum seekers and refugees, and people experiencing homelessness and social isolation.



With the help of our volunteers and partners, we coordinate a network of food banks, kitchens, a community shop and café. These act as a gateway for guests to access more holistic support – including welfare advice, asylum support and our award-winning community garden.

We aim to work with our guests to find solutions to their challenges together, whilst campaigning against the causes of hunger and poverty.



## Our services include:

- Food Banks and a Community Shop
- Community Kitchens and cafes
- Welfare Advice Service
- Asylum seeker, refugee and migrant support
- Accredited training
- St. Raphael's Edible Garden





**Dear prospective candidates,**

Thank you for your interest in working with Sufra - it's an exciting time for the organisation! We are growing and developing our models of support to provide even more transformative change for our guests. In the shadow of an unprecedented cost-of-living crisis, Sufra has focussed on bold innovation and long-term planning. We're proud that our team have worked collaboratively to scale up our services to meet an ever-increasing demand for support in Brent.

As we move forward, we are committed to a renewed focus on community development, providing holistic support through our welfare and immigration advice, campaigning, and establishing more dignified and transformative forms of emergency aid that go beyond the food bank model.

We understand that working in the charity sector can be both deeply rewarding and demanding, we provide comprehensive training and support so our team can expand their skills and take on new challenges. We are looking for an General Advice Officer who is passionate, reflective and ambitious about bringing about positive change for our guests. The right candidate should be empathetic and patient, skilled at problem-solving, highly organised and diligent.

This is more than just a job; it's an opportunity to make a lasting difference in the lives of our guests. We encourage applications from individuals of all backgrounds and life experiences, as we believe this diversity makes us better able to serve the diverse communities of Brent.

We are looking for an exceptionally committed individual who is willing to go the extra mile. If you are dedicated to bringing about positive change for some of the most marginalised communities in Brent through advice, we would love to hear from you!

With kind regards,

**Rajesh Makwana BEM**  
**Director**



# About the role

**Salary:** £27,500-£32,000 based on experience

**Contract:** 3 years

**Annual Leave:** 25 days pro rata + statutory holidays

**Responsible to:** Advice Manager

**Location:** Brent - hybrid working

We are recruiting a General Advice Officer to support with the delivery of advice and welfare support to guests who access Sufra's Food Bank, Community Kitchen and the Community Wellbeing Project. The General Advice Officer will support our guests on a range of areas including benefits, immigration, housing, money management and access to training and employment services. The post-holder will provide high quality welfare advice and guidance through weekly one-to-one advice sessions, undertake case work, work with partners to facilitate referrals, and provide support to advice volunteers.

The successful candidate must have at least two years' experience delivering effective advice in a similar capacity, demonstrate empathy, an understanding of the issues facing vulnerable people, and have in-depth and up-to-date knowledge of welfare benefits with a strong focus on achieving tangible outcomes for our guests.

As this is a frontline role, you will be required to work on site at least 3-4 days per week. This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity.



# What you will be doing

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## Role

To deliver advice and welfare support to vulnerable guests on a range of topics including benefits, housing and access to training and employment services through regular one-to-one surgeries and appointments.

## Advice Work

- Provide advice and casework on the main enquiry areas, particularly welfare benefits, housing, immigration and money management.
- Maintain Sufra's Advice Quality Standards and meeting tangible outcomes.
- Produce detailed case records on our case management system for the purpose of continuity, statistical monitoring and report preparation
- Apply for funds from trusts and foundations to support individuals and families with essential costs such as housing deposits or white-goods and/or cancellation of debts;
- Enable and support guests to act for themselves, wherever appropriate.
- Monitor the progression of all cases to the point of resolution.
- Conduct follow-up calls with guests where needed and track outcomes



# What you will be doing

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## Case Management

- Manage own caseload and work independently to support guests
- Use of Case Management System (AdvicePro) as well as Microsoft Office for communication and document production.
- Support with developing case studies and gathering guest feedback
- Collect statistical information as requested for reporting purposes.
- Feed into the development of monitoring reports for funders and other stakeholders.

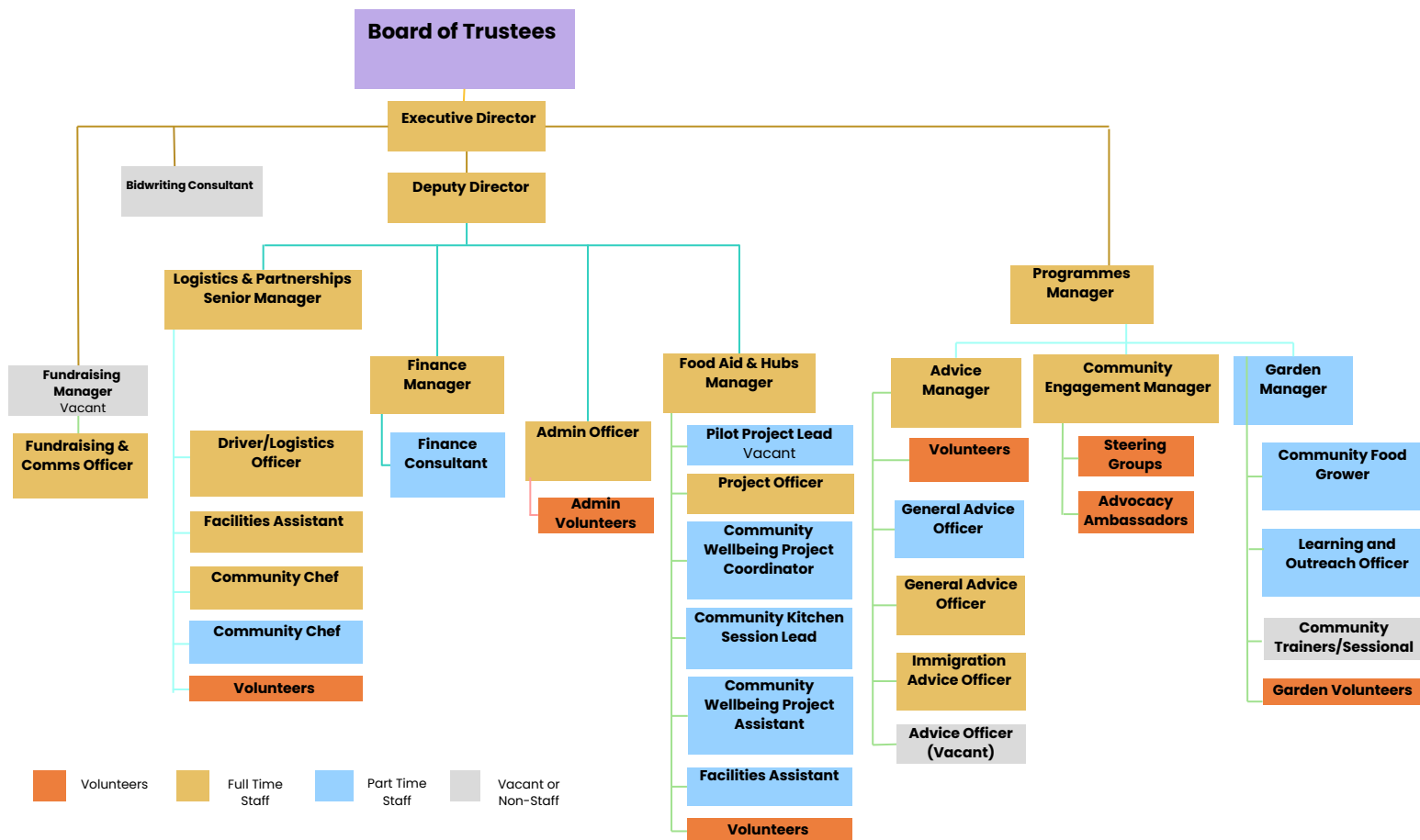
## Other responsibilities

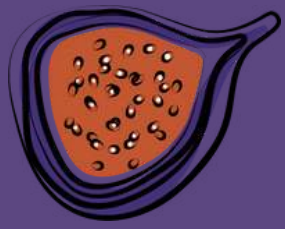
- Maintain and update the charity's record of referral and signposting agencies;
- Ensure data protection regulations are adhered to, and that sensitive data is handled in accordance with relevant legislation and organisational procedures.
- Keep informed of new and changing legislation relevant to the post, and of local issues and policies
- Develop and maintain good working relationships with external stakeholders, including statutory and voluntary service providers
- Support volunteers who are working on delivering Advice Services
- Be committed to the aims, procedures and policies of Sufra's advice service in every aspect of service delivery.
- Take part in supervisions, personal development training, team meetings and appraisals
- Undertake any other reasonable duties to support the operations of the charity.



# A Glimpse at the Sufra Team

Our team is very ambitious, dynamic and passionate. Life at Sufra is fast paced and there is always something new and exciting going on. What started off as a small organisation with just a handful of staff in 2014 has blossomed into a team of 25 now. We grew substantially in 2023 when we launched the Community Wellbeing Project - a new community hub from Bridge Park Leisure centre. Below, you can see an overview of current posts within the organisation (as of October 2024).





# What we can offer you

## Community

- Employee working groups (including advocacy, team togetherness, DEIA and events)
- Staff away days
- Social activities and community celebrations
- We can offer a friendly working culture and a chance to make a difference to people's lives in Brent.

## Learning and Development

- Staff training budget of £250 per year
- Shadowing opportunities to learn about other roles and departments in the organisation.
- Regular staff training.

## Pay, Pension and Other Benefits

- Competitive salaries reviewed on a regular basis
- You'll be eligible and auto-enrolled into a pension scheme - we use Nest. Current pension contributions are 4% from employees and 3% employer contribution.
- Death in service benefit.
- Enhanced sick pay.

## Health and Wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.

## Holidays

- 25 days of annual leave per year plus public holidays
- An additional day of leave for every year of service, after two years of service (up to a maximum of 5 extra days).

## Flexibility

- Hybrid working and flexible working arrangements are possible





# How to apply

## Diversity and Equality

We're committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. We strive to ensure all applicants will be treated fairly throughout the recruitment process.

We can make reasonable adjustments throughout the application process and on the job. If you have particular accessibility needs, please get in touch and let us know any requirements you may have.

Non-graduates are welcome and we offer a wide range of flexible working options including job share, part-time and different start and finish times and hybrid working.

## How to apply

- To apply for this role, please submit a CV, Covering Letter (no more than 2 sides) by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk), and complete our Equal Opportunities Form.
- More information is available on our website under vacancies.



Photo credit: Digital Island



# Sufra

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LOVE COMMUNITY

