



[www.sufra-nwlondon.org.uk](http://www.sufra-nwlondon.org.uk)

Registered Charity No. 1151911

## Interim Advice Manager

### Sufra NW London

📍 Stonebridge, Brent (Hybrid) | 🕒 32 hours (4 days) | 💰 £36,565 pro rata

### Lead a service that changes lives

Every day, people come to Sufra facing impossible choices — between food, rent, and basic essentials. Our Advice Service is often the turning point.

We are looking for an experienced Welfare Advice Manager to lead and strengthen this vital service — ensuring people in crisis receive high-quality, timely support that helps them move towards stability and independence.

This is a unique opportunity to combine **leadership, frontline impact, and service development** within a well-established, community-driven charity.

### About Us

Sufra NW London is a frontline charity tackling poverty and food insecurity in one of Brent's most disadvantaged communities. Through our food banks, community kitchens, wellbeing hub and advice services, we support people to move from crisis to long-term stability.

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 homeless and social isolation.

## About the Role

You will manage our Advice Service across multiple sites, managing a team of staff and volunteers delivering advice on **benefits, housing, debt and immigration**.

Alongside overseeing day-to-day delivery, you will play a key role in **improving systems, developing new services, and ensuring high-quality, compliant advice provision**.

You will work closely with the Senior Leadership Team, especially Head of Advice at Sufra to support the implementation of new initiatives, and the expansion of our information and advice services to enhance our efficiency and impact.

You will also maintain a small caseload, keeping you connected to frontline delivery and the needs of our community.

## Key Responsibilities

### Advice Services

- Manage the advice service by overseeing and supporting volunteers and advice staff at our Community Wellbeing Service and Foodbank including setting objectives, managing performance and providing feedback during supervisions.
- Hold a small case load of advice guests, supporting them to achieve their aims
- Maintain a high quality service by ensuring that the advice team and volunteers are working to agreed standards and delivering against realistic grant agreements from funders.
- Use our case management software to report on cases and outcomes to support funding applications and remain compliant with funding needs.

### Service Development

- Work with the Senior Leadership Team to develop, expand and improve Sufra's information and advice services in alignment with our 2030 strategy.
- Carry out ongoing review of existing service delivery procedures.
- Undertake quality assurance including case checking and quality of advice audit.
- Identify the training needs of advice staff and volunteers through support, mentoring and supervisions.

- Ensure colleagues and relevant stakeholders are informed of changing legislation and social policy updates.
- Improve the case management systems to ensure it is fit for purpose.
- Work within the Advice Quality Standard (AQS) framework, ensuring that all policies and procedures are up to date for future assessments

## **Volunteer Management**

- Develop, review and implement key policies and procedures to better equip Advice Volunteers to fulfil their role.
- Provide induction, support and supervision to enhance the quality standard of the service and contribute to the personal development of volunteers.
- Foster a positive working environment that maintains high morale and supports Advice Volunteer retention and regular participation.

## **Budgets, Monitoring & Evaluation**

- Support the Senior Leadership Team in setting service budgets, updating policies, and monitoring spending in line with reporting and budgetary requirements.
- Ensure appropriate systems are maintained for recording statistics and outcomes.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure.
- Collect regular feedback and conduct surveys from relevant stakeholders to inform ongoing improvements to the Advice Service.
- Contribute to strategic development by setting action plans in line with agreed Business Plans and keeping teams accountable to Action Plan goals.

## **Other**

- Ensure the advice team are working in adherence to organisational policies and procedures.
- Undertake any other reasonable duties to support the operations of the charity.

## About You

You are an experienced advice professional and confident manager who is passionate about delivering high-quality support to people facing hardship.

### You will have:

- At least 3 years' experience in welfare advice or casework in the charity sector
- Experience managing staff and volunteers
- Experience in service development and improvement
- Experience in monitoring and evaluating services and reporting on social outcomes
- Working knowledge of welfare benefits, housing, debt or immigration
- Experience using case management systems for reporting
- Excellent organisational and communication skills
- Ability to manage competing priorities in a fast-paced environment
- Ability to lead teams and manage change
- Ability to confidently use IT systems and use them for data analysis
- Understanding of safeguarding

### Desirable:

- Experience developing advice services
- Knowledge of AQS or similar frameworks
- Experience working with refugees and asylum seekers
- Community language skills (e.g Arabic, Farsi, Somali)

## Why Join Sufra?

- Make a tangible difference in people's lives every day
- Lead a respected, community-based service
- Work in a collaborative and values-driven organisation

### Benefits include:

- 25 days annual leave (pro rata) + bank holidays
- Pension scheme
- Wellbeing Action Plan for every staff member
- Employee Assistance Programme

- Flexible working
- Training and development opportunities

## How to Apply

Please submit your CV and a covering letter to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk) (max. 2 pages), answering the below questions:

- How would you balance casework and team management?
- What are your priorities for delivering an effective advice service?
- How would you ensure effective communication across a dispersed team?

Please also complete the [Equal Opportunities Form linked here](#).

**Deadline:** 8 May 11:59pm

*We encourage early applications as interviews will be held on a rolling basis.*