



www.sufra-nwlondon.org.uk

Registered Charity No. 1151911

Welfare Advice Manager – Job Description

Salary	£36,565 pro rata
Hours:	4 days a week (32 hours per week)
Contract:	Fixed term until 1 April 2027
Annual Leave:	25 days pro rata + statutory holidays
Responsible to:	Head of Advice
Location:	Stonebridge, London Borough of Brent (Hybrid)

About Sufra NW London

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 homeless 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 Bank and Community Shops: Through our two food bank hubs and our community shop, we improve access to food for thousands of people who cannot afford the basic cost of living.

Community Kitchens and Café: We serve a freshly cooked nutritious two and three course meals every across multiple venues in Brent, mainly to people who are homeless, socially isolated, food bank users or those in debt or claiming benefits.

Welfare Advice Service: Our Advice Workers help people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties.

Refugee Support: The OpenARMS (Asylum Seekers, Refugee and Migrants) Programme aims to empower guests to become independent and to build a new life in our local community.

St. Raphael's Edible Garden: In our thriving Community Garden, we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a teaching yurt, a wildlife pond, a chicken coop (with 20 egg-laying hens), an orchard and an abundance of raised beds for growing vegetables and fruit.

Community Wellbeing Service: The Community Wellbeing Service, launched in February 2023, is a local support hub offering relief from the rising cost of living for local families. Through a £4/week membership, members have access to a range of support including a Community Shop, Community Café and Advice and Guidance through an extensive timetable of partners in the space.

Each of these services is designed to lead vulnerable people on a personal journey from crisis to economic stability, social inclusion and active participation in the community. We rely heavily on our dedicated volunteers to ensure that we can deliver our services, and we work closely with faith groups, schools and voluntary sector organisations who provide a wide range of additional support.

Role Description

This is a fantastic opportunity for a skilled line manager with experience in general welfare advice to join Sufra NW London. In this highly rewarding role, you will oversee the delivery of services that can measurably change lives by providing quality advice and support to those most in need.

You will manage our team of advice staff and volunteers to deliver high quality advice, information and welfare support to guests on a range of topics including benefits, housing, debt and immigration issues. An additional focus will be on establishing clear pathways for referring guests to external services, and managing volunteers to triage, signpost and refer guests to other forms of welfare support.

The advice team consists of paid staff and support volunteers. This year will be dedicated to consolidation of the service, ensuring that we are fulfilling our core mission to the highest standards. We are also hoping to launch our immigration advice service, providing guests with a first point of contact for their immigration needs and smooth referral pathways to specialist advice.

Finally, our OpenARMS programme will be launching workshops for our refugee and asylum-seeker communities.

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.

The post holder will be a highly articulate and proactive individual with good welfare advice knowledge, 3+ years delivery experience in managing a charity team, strong service management skills, as well as experience managing staff and volunteers. The ideal candidate will have up-to-date knowledge of the welfare system, immigration and safeguarding protocols. They must also have demonstrable experience using a case management system, adhering to advice standards and be able to manage a diverse workload and work under pressure.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work during evenings and weekends if necessary. As this is a frontline role, you will be required to work on site at least 2 days per week.

We offer a wide range of employee benefits including:

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development

To apply for this role, please submit a CV, Covering Letter (no more than 2 sides) by email to admin@sufra-nwlondon.org.uk, and complete our Equal Opportunities Form found [here](#). As part of your covering letter, please answer the following questions:

1. The advice manager may have appointments with guests and a small case load. How would you foresee managing your time effectively between this work and management of the team?
2. What would be your priorities in ensuring a well-functioning, effective, advice service?
3. The advice team is spread out across different sites, often working remotely. How would you ensure effective communication?

If applying on Charity Jobs, please ensure you submit your CV and Covering Letter on Charity Jobs platform and complete our Equal Opportunities Form found [here](#).

DEADLINE FOR APPLICATIONS: 26th March 2026 at 11:59pm . We encourage applicants to apply as soon as possible with interviews being carried out on a rolling basis.

Main Duties & Responsibilities

Develop and deliver a comprehensive Welfare Advice Service to our food aid guests, providing high quality advice and information to address the causes of food insecurity and disadvantage.

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.
- Maintain accurate records of case work using the charity's Case Management System across the advice team.

Service Development

- Work with the Senior Management 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.

Person Specification

Competency	Specification	Essential	Desirable
Experience	Minimum 3 years' experience providing case management services in the charity sector	X	
	Experience managing advice services		X
	Qualifications in Welfare/Welfare Advice		X
	Experience in service development and improvement	X	
	Line management experience including volunteers	X	
	Experience in Monitoring, evaluating and reporting on social outcomes	X	
	Experience of using case management systems for recording and reporting	X	
	Experience Working with refugees and asylum seekers		X

Knowledge	Understanding of Safeguarding policies and procedures	X	
	Working knowledge of welfare rights and/or housing and/or debt and/or immigration	X	
Skills & Abilities	Excellent written and oral communication skills	X	
	Ability to work with others professionally	X	
	Advanced IT Skills (Microsoft 365 suite)	X	
	Working knowledge of one or more community languages (e.g. Arabic, Somali, Farsi)		X
Attitude	Honest and trustworthy	X	
	Positive, friendly and hard-working	X	
	Willingness to engage in further training	X	
	Commitment to the values of Sufra NW London	X	