Job Description: Generalist Adviser

Toynbee Hall
For a fairer future Since 1884

Job title	Generalist Adviser	**Location**	Toynbee Hall
Directorate and Team	Advice Services – Generalist Team	**Length of contract**	Permanent
Outreach Work Required	Yes	**Safeguarding level**	Enhanced
Reporting to	Advice Centre Manager	**Direct reports**	None
Working Hours	35 hours a week (flexible for the right candidate)	**Working Pattern**	Office based with outreach

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive. We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions.
- What we want to see in the world starts with our community and our organisation. This means:
- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in East London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

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Directorate background

The Advice Services Directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. We specialise in welfare benefits, generalist advice, debt, and legal support and are holders of the Advice Quality Standard (AQS), the independently audited quality mark for organisations providing free social welfare advice. Our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

Team background

The Generalist team is a well established team within Toynbee Hall, consisiting of 4 advisers and a team manager. As a team, we work collaboratively and our service delivery is shared across the team. We work with communities local to Toynbee Hall, including residents of Tower Hamlets and the City of London. The team is based at Toynbee Hall. Our team provide crucial support to individuals and families who are eligible for our services. We offer casework, guidance and practical solutions to clients on a range of social welfare issues. We have secured funding to expand our work beyond resident to low paid and marginalised workers in the City of London and are now recruiting two posts (1.6 full time equivalent) to enable us to deliver this project. The new roles will build on our existing connections with appropriate agencies to reach our target group and will involve outreach work and working some evening and weekends.

How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job description and purpose of the role

The successful candidates will provide advice, information and guidance to clients as part of Toynbee Hall's Generalist Advice Team. Postholders will have a background in providing generalist advice on a wide range of social welfare law issues e.g. welfare benefits, housing, employment, debt, consumer and family law. Advice will be delivered through a range of channels, including face to face, telephone, email, home visits and at outreach locations.

The post holders will provide a high-quality, person-centred advice service, focusing particularly on people who may face barriers to accessing mainstream support. Working collaboratively with statutory, voluntary and specialist agencies, the role will help strengthen clients' financial resilience, housing stability, employment rights and overall wellbeing through coordinated support.

Team members are expected to contribute to agreed contractual outputs, outcomes and performance measures.

The post holders will work during normal office hours; however, some early starts, evening and weekend work will be required as part of the role to ensure we meet the needs of service users.

The post-holders will also attend events to promote the service and to raise the profile of the service to ensure communities who may meet outside of normal office hours know about our services and can access them.

The Team is based at Toynbee Hall and carry out outreach work at partner venues.

In addition, for these roles we are looking for candidates who are fluent in written and spoken Spanish. We are seeking to appoint at least one Spanish-speaking Generalist Adviser in this recruitment round.

Key duties and Responsibilities

1. Provide holistic advice, information and casework service to the general public on their rights and entitlements in a range of areas including welfare benefits, housing, employment, debt, consumer and family matter.
2. Maintain an up-to-date knowledge of legislation, regulations, policies and practices relevant to the post including changes to the benefits system, housing legislation and employment legislation.
3. Use case management systems and Microsoft Office applications, for statistical recording, record keeping and document production. Ensure all work conforms to Toynbee Hall's systems and procedures.
4. Refer clients on to colleagues or other agencies as appropriate for specialist help with major issues that fall outside the remit of the service.
5. Provide advice at a range of locations and through various channels. This includes at Toynbee Hall, on home visits and at outreach locations; in person, by telephone and email.
6. Meet targets as set by line manager, in line with our contractual and grant obligations.
7. Form effective working relationships with outreach agencies and other relevant stakeholders to ensure we reach our target group across all our services,
8. Support Toynbee Hall's social policy work by providing case studies and feedback on issues affecting service users.
9. Work at all times within Toynbee Hall policies and procedures, including our safeguarding and Equal Opportunities policy and work in an anti-discriminatory/ non-judgemental manner.

10. Ensure all work conforms to the relevant Quality Mark Standard and other organisational standards including our vulnerable client's and safeguarding policy.

11. Work as a member of a team, give and receive support and work considerately and co-operatively and attend team/management meetings as required and follow management instructions.

12. Undertake early morning evening or weekend work as required with prior notice.

13. Participate in the supervision of volunteer advisers and provide practical guidance to other workers and colleagues.

14. Liaise with other service providers in the area and to represent Toynbee Hall at appropriate forums as required.

15. Be able to manage competing priorities within the context of a busy service.

16. Prepare for and attend supervision sessions as appropriate and take responsibility for your personal development

17. Support the promotion and marketing of the advice services and Toynbee Hall generally.

Person Specification

The successful candidate will demonstrate:

1. Experience of Advice work

You will have at least 2 years experience of providing an advice and casework service in social welfare law, working to AQS standards or equivalent. You will be comfortable carrying a varied caseload, using a case management system and working in a performance driven environment to meet set targets.

2. Knowledge of Social Welfare law

You will have an in-depth knowledge of welfare benefits and in addition, generalist level knowledge of at least 2 of the following areas: housing, employment, debt, consumer; family law.

3. Communication Skills

You have the ability to explain complex information clearly and succinctly using your excellent written and oral communication skills. You will be able to produce clear and detailed case records and draft letters in plain English. You will have strong interpersonal skills with the ability to respond sensitively to a diverse client group.

All roles rerqure fluency in spoken and written English. Fluency in spoken and written Spanish is an advantage. At least one of the advertised roles will be offered to a candidate who satisfies the Spanish speaking requirement.

4. Planning and organising:

You plan, prioritise and organise your workload to meet deadlines, and other competing demands. You can maintain high quality standards whilst working under pressure.

5. Working with colleagues and stakeholder management:

You work effectively as part of a team and build and maintain excellent working

relationships with a wide range of people both inside and outside of Toynbee Hall, upholding our principles of equality, diversity and inclusion at all times

Other information:

Please indicate on your application if you are applying for:

- English speaking Generalist Adviser post
- English and Spanish speaking Generalist Adviser pos
- Both

We are seeking to recruit two posts equivalent to 1.6 FTE. We would be open to considering the following: 1x35 hours and 1x21 hours or 2x 28 hours. The salary is advertised for a 1x 35 hour post, therefore part time hours will be paid pro rata. If shortlisted, we will ask at interview your preferred hours.

Recruitment Timeline:

The deadline to submit applications: 9am Monday 23 November 2026

Shortlisting: week commencing 23 November 2026

Interviews and test: in person at Toynbee Hall Thursday 26th November 2026