

# Job Description | Advice Centre Manager



<b>Job Title</b>	<b>Advice Centre Manager</b>
<b>Team</b>	Advice Centre
<b>Salary</b>	£35,000 pa (negotiable)
<b>Contract</b>	Full-time, permanent
<b>Location</b>	East London

## About Us

Are you looking to shift the dial on poverty? Do you have a **wealth of experience advocating for some of the most marginalised people experiencing hardship in London?**

At First Love Foundation we dare to do things differently. We take a person-centred, strategic approach to tackling poverty. We dream big and believe a different tomorrow IS possible. That's why we intentionally closed the doors of our foodbank project last May. We no longer wish to be a sticking plaster on poverty; we want to disrupt and initiate system change while working in the front line with the people who need our help most.

For a person or family in crisis, access to urgent expert help is their biggest need. Our team of experts provide exactly that. We transform lives.

## About the Role

This is the ideal role for someone who **loves leading in community-facing services**, is **passionate about social justice**, and is naturally drawn to **delivering successful outcomes for our service users**. To be successful in this role, you will have expert advice skills, strong leadership and people-management skills, as well as great analytical and communication skills. You will also have great time-management skills, possess the ability to pay close attention to details, and possess strong empathy and relationship-management skills.

## Key Responsibilities

### Managing the day-to-day running of our newly established community advice centre:

- Building, developing and supervising the Advice Centre team
- Responsible for line management of the Advice Centre Team which is comprised of Support Workers, Advice Workers, and volunteers
- Responsible for the service user experience, i.e., receiving expert advice, offering great customer service, resulting in positive service user ratings when they are contacted for follow-up and research purposes
- Maintaining appropriate levels of staffing at all times, ensuring cases are progressed in a timely way
- Committed to promoting the well-being and health & safety of staff (and clients) as a priority.
- Ensuring that the centre is well maintained, and that remedial actions are taken as required
- Ensuring that stakeholder relationships are well managed and that there is a strive for excellence so that the service you lead is well rated by our service users and by peer agencies

### Quality Assurance

- Delivering the service according to our AQS accreditation: This will mean working alongside other departments within the organisation, particularly Operations, to ensure we are compliant with our AQS accreditation and only operating within the scope of advice

- Ensuring that service users and other stakeholders, including donors, funders and corporates, have confidence in the quality of the Advice Centre service
- Evaluating and reviewing peer/service user feedback, and suggesting creative ways of continually enhancing and improving the service
- Contributing to developing and reviewing policies and processes
- Remaining updated with regards to changes in welfare related policy and legislation
- Involvement in ensuring that systems and processes in use at the Advice Centre are fit for purpose and in line with data protection regulations etc.
- Production of Business Case proposals to advocate for needed resources
- Participating in recruitment, supervision and retention of competent, experienced staff
- Ensuring that all Advice Centre staff and volunteers receive regular 1-2-1 monthly supervision, and that they attend mandatory additional supervision such as reflective practice and pastoral supervision (Christian staff members only)
- Ensure that all Advice Centre staff have a yearly Annual Appraisal and that any performance issues or training needs are identified, and action plans adopted

## **Managing Performance**

- Managing performance of the service: identifying themes and trends, and liaising with Comms & Marketing, accentuating issues and challenges faced by our service users
- Analysing data, quantifying success factors and KPI's, producing reports and presentation decks.
- Managing effective consistency of the Advice service, ensuring high quality advice is given
- Performing random quality checks such as case reviews and observed practice to ensure quality and consistency of advice and support
- Attending daily/weekly and 1-2-1 Case Management and Case Progression meetings to ensure the highest quality of advice and support are provided by the Advice Team
- Establishing an early warning system, identifying pinch points, and swiftly raising and resolving any barriers to the delivery of a quality and efficient service

## **Promote the Advice Centre service within the local Advice Network**

- Embed First Love Foundation's new Advice Centre into the local advice network
- Hosting events to recruit new referrers to the service
- Work with the Marketing team to curate service users' stories which highlight and promote the work of the Advice Centre
- Collaborate with the fundraising team to support our fundraising applications and fundraising activities
- Attend local and national Advice Network forums
- Participate in the delivery of internal and external training sessions

## **Promote the Values of First Love Foundation**

- Promote the values of First Love Foundation and participate as a full member of the team. Wherever appropriate, support initiatives and activities across the whole organisation
- Undertake any other appropriate duties as requested by the senior management team

- An Occupational Requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010

## Person Specification

Ideally from a welfare rights advice and poverty-tackling background, you will be able to demonstrate significant effectiveness from previous roles and the ability to communicate effectively with all levels of stakeholders.

You will have a **strong customer service ethos**; passion for **delivering a quality service** and as a result, will ensure the highest standards are achieved by the Advice Centre Team.

You are experienced in leading frontline welfare advice services, with a proven record of accomplishment in giving expert welfare rights advice. You will be able to demonstrate achievement of:

- High levels of success with applications for welfare benefits and other grants
- Successful Mandatory Reconsiderations for Refusals/Sanctions/Stopping of welfare benefits
- Successful outcomes of DWP Appeals and First and Upper Tier Tribunals.

We welcome applicants with lived experience and those from a variety of backgrounds, particularly Bengali and eastern European.

<b>Essential Skills</b>	<ul style="list-style-type: none"> <li>○ Working with self-awareness and in view of equality, diversity, and inclusion with a range of service users from different people groups and abilities</li> <li>○ Effective management of case work from initial referral/self-referral through to appeals and tribunals cases</li> <li>○ Ability to oversee a range of complex case work and assessment activity in order to determine how best to advance caseloads and remove any barriers to effective and timely case progression</li> <li>○ Provision of excellent advice, consultation, training and proactive supervision to frontline Advice Workers and Advice Volunteers</li> <li>○ Excellent leadership skills, continuously demonstrating active listening skills, sensitivity, understanding and a non-judgemental approach</li> <li>○ Excellent interpersonal skills to line manage staff and volunteers</li> <li>○ Effective engagement of a range of internal and external stakeholders</li> <li>○ Ability to accept constructive criticism and work well under pressure</li> <li>○ Ability to use our CMS (Case Management System) and the main software packages competently</li> <li>○ Collating and analysing statistical information, and producing and presenting reports</li> <li>○ Managing Safeguarding and information sharing protocols</li> <li>○ Ability to champion diversity, inclusion and wellbeing</li> </ul>
<b>Desirable skills</b>	<ul style="list-style-type: none"> <li>○ Ability to ensure our services are fair, efficient and effective</li> <li>○ Ability to create a workplace where everyone feels valued and has a sense of belonging</li> <li>○ Ability to think beyond own area of responsibility, considering wider policy and organisational implications of issues</li> </ul>

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## How to apply for this role

- Send your CV and a covering letter to [recruitment@firstlovefoundation.org.uk](mailto:recruitment@firstlovefoundation.org.uk) detailing how your experience and qualities meet the requirements of this role and why you are interested in the role by 22<sup>nd</sup> July 2022.
- Deadline: 22<sup>nd</sup> July 2022- If you are interested, please submit your application as early as possible, since interviews will be held on a rolling basis.
- Please note: We reserve the right to close this vacancy early if we receive sufficient applications for the role.