



## **JOB DESCRIPTION**

<b>Title:</b>	Advice Manager Full post (1 posts)
<b>Responsible to:</b>	Director/Board of Trustees
<b>Hours:</b>	35 hrs weekly. Position(s) include occasional evening or weekend work.
<b>Salary:</b>	£26,000 - £28,000 (pro rata based on FT post) depending on experience and qualifications.
<b>Based:</b>	379-381 High Road, Willesden, NW10 2JR + other locations required for service delivery within the London borough of Brent.
<b>Contract:</b>	12 months (and will be subject to continuation of funding)

## **JOB PURPOSE**

This is an exciting opportunity for someone already working in a line management role or wishing to move up the ladder to help lead and shape the organisation. We would like to appointment a dynamic, enthusiastic person to provide a hands on approach to the delivery of BIAS front line projects and looking at development opportunities. It is envisaged that this role will take the lead in the organisation with a planned handover from the Director. This will include taking the lead on day to day services and projects. You will need to have strong people skills (staff, volunteers and clients) with excellent organisational abilities to ensure projects are delivered on time and budget. You will need the skills and abilities to manage an active caseloads and ensuring Management tasks and deadlines are also achieved with key commitments to funders. A key aspect of this role will be planning and preparing of funding applications and annual monitoring returns.

BIAS has supported London's largest Irish Community in Brent for over forty years. We deliver our support through our welfare advice drop-in service and through our Active Ageing Thursday Club.

BIAS actively encourages and supports volunteers in the delivery of our services. This role is subject to funding and is reviewed on an annual basis.

## **KEY WORK AREAS AND MAIN DUTIES**

- The role will involve both management of BIAS and managing an active caseload with

a 70/30 split on duties; with affective management of the welfare advice drop in and active ageing Thursday Club.

- Ensure that BIAS maintains AQS advice quality standards or equivalent for our welfare service.
- Contribute to the delivery of advice services ensuring that appropriate advice, casework deadlines are met. Provide appropriate support to staff on casework and through supervision. Signpost clients to other services as and when necessary.
- Contribute to monitoring service delivery, recording outcomes and ensuring efficient allocation of resources. Utilising information gained to plan, prepare and submit grant applications for projects and services and to stakeholders .
- Maximise income for BIAS by developing business opportunities and writing funding bids. Building relationships with funders and reporting on performance.
- Work with the BIAS MGMT as required on operational matters including the planning and future direction.
- Ensure good teamwork and lines of communication between staff, volunteers and partner agencies
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## **GENERAL**

- Maintain confidentiality and professional boundaries at all times.
- Maintain accurate and appropriate records of all client work as needed.
- Provide cover during annual leave or staff sickness for all projects (week days, occasional evening/weekend work).
- To carry out administrative tasks associated with the duties of the post and other duties as required by the Director or board of trustees.
- Attend regular reviews and supervision.
- Willing to undertake training and professional development as required.
- Work within agreed budgets.
- Maintain an awareness of policy changes and good practice.
- Maintain and develop Community information resources available for people to access services

## **PROJECT DEVELOPMENT and PARTNERSHIP WORK**

- In conjunction with Director/ BIAS Management contribute to representing BIAS in promoting its work within Brent and the wider Irish Community in London. Maintain and support the development of pensioner services across Brent introducing a range of social and health related activities.

## **DIVERSITY & EQUAL OPPORTUNITIES**

- Ensure compliance with the organisation's equal opportunities policy and actively promote equal opportunities and diversity within your role.

## **VOLUNTEER SUPPORT**

- BIAS actively encourage volunteers in the delivery of projects and services and to contribute to a supportive environment.

These are the normal duties which the employer will require from you at the date of your employment. However, it is necessary for all staff to be flexible in this respect and all employees may be required from time to time to perform other duties which are required for the efficient running of the organisation.

## **PERSON SPECIFICATION   ADVICE MANAGER**

This lists the skills, experience, knowledge, and abilities needed for this post.

Please make sure that you refer to these in your supporting statement.

A=Application I = Interview D=Desirable

Essential criteria	Method of assessment
A minimum of two years' experience in front line service delivery in a Community or Statutory setting providing advice and advocacy to vulnerable people.	A
Ability to manage a complex workload, sometimes under pressure, and to prioritise effectively with a can do attitude.	A/I
Excellent organisational skills and experience of working to deadlines whilst coping with competing priorities and ensuring deadlines are met.	A/I
IT - Good working knowledge of Microsoft Office, including Word, Excel, PowerPoint, Outlook and the internet.	A / I
You will provide support on a range of complex areas to staff prioritising and Delegating work. Demonstrable understanding of Advice Quality standards and contributing to maintaining/renewing Equality Standards (AQS)	A / I
The ability to demonstrate patience, understanding and empathy to staff, clients, family members and volunteers. Proven ability to manage/supervise and motivate staff and volunteers.	A / I
Ability to contribute or take the lead on running day to day services with minimum guidance where necessary.	I
Excellent verbal and written communication skills. Ability to communicate effectively at all levels and to build good working relationships.	A
Experience of working co-operatively and effectively as part of a team as well as using personal initiative.	A / I
Committed to the implementation of an equal opportunities policy.	A / I
Maintain and develop community resource information to support clients in access appropriate services.	A / I
Educated to degree level or equivalent and willingness to undertake and gain necessary training to support the aims and objectives of BIAS.	A
Desirable criteria	
An understanding and awareness of the needs of the Irish Community and statutory and voluntary sector provision available.	A/I
A confident and outgoing manner with ability to relate to staff, volunteers and clients accessing our services from the welfare and active Ageing projects.	A/I
Line management experience or ability to take the next steps	A/I
Demonstrable experience of developing and implementing fundraising strategies including writing successful grant bids.	A/I
Experience of project evaluation, monitoring and reporting to both funders and the board of trustees.	A/I