



Advice Services Manager

Job pack

Thank you for your interest in working at Brent Irish Advisory Service (BIAS). This job pack should tell you everything you need to know about what it means to work at BIAS and how to apply for this role.

In this pack you'll find the following information:

- What does BIAS do?
- Role profile
- Person specification
- Terms and conditions
- What we offer our staff
- How to apply

Want to chat about this role?

If you want to chat about the role further, you can contact Mike McGing or Suzanne Boraston by emailing recruitment@biasbrent.co.uk to arrange a call.

What does BIAS do?

BIAS is a local charity which has supported England's largest Irish community in Brent for over forty-five years. We deliver our support through our welfare advice drop-in service, our active ageing clubs and our Be-a-Friend volunteer scheme. We raise over £2 million in extra income every year for the most vulnerable and have over 3000 attendances at our club services. BIAS has exciting plans for further expansion in 2025 and has a range of medium- to long-term grant funding.

We have supported England's largest Irish community for over 45 years and the Irish community come to us first and foremost. BIAS makes a real difference, every day, to people from all walks of life. Our impact and value for money is demonstrated throughout all our projects.

We offer a variety of services to improve the wellbeing of the Irish community. Our free advice project gives people the knowledge and the confidence they need to find their way forward — whoever they are and whatever their problem. Our active ageing project helps improve community health and engagement, while our befriending scheme provides support and companionship to older people who live on their own.

We adapt and change as the needs of our community change. We always go the extra mile to make sure that we are providing our community with the best possible services, and we are excited by the opportunities and challenges that come with being a small and agile charity. BIAS has exciting plans for expansion in 2025.

We put people at the centre of everything we do. Our organisation is built on an ethos of hospitality and inclusivity, and we offer a warm and compassionate welcome to all. We're committed to equity, diversity and inclusion, and know that community wellbeing starts with our own staff.

For further information about BIAS, please see our website www.biasbrent.co.uk.

The role

About the role

Do you want to work for an organisation that makes a real difference in the community? This is an exciting opportunity for a new Advice Services Manager to join the Brent Irish Advisory Service (BIAS) team in an immensely rewarding role which will allow you to make a major contribution to the wellbeing of the Irish community.

You will head up a small, friendly team of welfare and housing advisers, managing BIAS's day-to-day advice services to ensure that we provide the highest-quality service to our clients. Together with the Operations Manager, you'll be responsible for developing BIAS's new advice service in Haringey borough, to allow us to build a client base among the local community and replicate our excellent quality of service and strong record of positive outcomes. You will take the lead on monitoring service delivery and will also have the opportunity to work with the leadership team to help identify areas for future development.

Who we are looking for

We are looking for an experienced and enthusiastic advice specialist who is seeking a new career challenge and wants to make a real impact on London's Irish community as part of a busy, dynamic charity.

You will provide effective leadership as part of BIAS's small team of advice specialists, ensuring that they have the necessary support, mentoring and resources to provide the highest quality of service to our clients in both Brent and Haringey boroughs. Your excellent people skills will allow you to foster a positive working environment and strong team spirit, to ensure good lines of communication between staff, volunteers and partner organisations, and to work to promote and develop BIAS's new services.

Excellent organisational skills are a must: you will be able to balance an active caseload with your team supervision duties, ensuring that projects are delivered on time and that our resources are deployed as efficiently as possible.

With a strong commitment to quality and excellent eye for detail, you will take the lead on monitoring service delivery and effectively tracking outcomes. In cooperation with the leadership team, you will ensure that BIAS maintains its high standard of welfare advice and complies with Advice Quality Standard (AQS) requirements.

This role will also give you the opportunity to have a direct impact on shaping the organisation's future strategy and direction together with the leadership team, using your in-depth understanding of community needs and advice

trends. With a good grasp of the broader charity landscape, you will provide support for the planning and preparation of grant applications and reporting.

You will enjoy working as part of a busy, motivated and supportive team and will be able to adapt well to changing priorities. Excellent IT skills are essential, as is a strong commitment to equity, diversity and inclusion.

Role profile

Staff management

- Managing a small advice team, ensuring the quality of the advice provided.
- Providing support and supervision to staff on the delivery of advice services, ensuring that appropriate advice is provided and casework deadlines are met.
- Ensuring good teamwork and lines of communication between staff, volunteers and partner organisations.
- Creating a positive working environment in which equity and diversity are promoted and staff can do their best.

Quality and service delivery

- Leading the welfare advice services in both Brent and Haringey boroughs, including contributing to further expansion.
- Maintaining a small personal caseload (approximately one to two days' work per week).
- Working with the Operations Manager to ensure that BIAS complies with Advice Quality Standard (AQS) requirements.
- Leading on monitoring service delivery, recording outcomes and ensuring efficient allocation of resources.
- Managing all aspects of risk relating to advice delivery, complaints handling, safeguarding and GDPR.

Operational support

- Working with the leadership team as required on operational matters, including planning, strategy for future development and grant applications and reporting.

Person specification

Essential Criteria

- A minimum of two years' experience providing advice or advocacy on welfare benefits, housing or similar areas.
- Ability to take the lead on running day-to-day advice services with minimal guidance, including managing, motivating and supervising staff.
- Knowledge of welfare benefits and other statutory sector services that clients may access.
- Excellent organisational skills and experience of working to deadlines whilst coping with competing priorities, working both independently and as part of a team.
- Experience of using customer relationship management (CRM) systems and/or willingness to undertake any necessary training.
- Ability to communicate effectively at all levels, building good working relationships across staff, clients and partner organisations.
- Excellent IT skills, including a good working knowledge of Microsoft Office.
- An understanding of and commitment to equity, diversity and inclusion.

Desirable Criteria

- An understanding/awareness of the needs of the Irish community.
- Knowledge of the Advice Quality Standard (AQS) and ability to contribute to maintaining AQS accreditation.
- Experience of maintaining community resource information to support clients.
- Ability to contribute to grant research, applications and reporting alongside the leadership team, based on client data.

Candidates must be eligible to work in the UK. The job description is a guide to the nature of the work required of the Advice Services Manager. It is not wholly comprehensive and may be reviewed as required. We will also offer training opportunities to support your career development.

If you are an experienced advice specialist and are looking to step up but don't have all the skills required, please consider applying as we are willing to consider appointing the right candidate as a training and development role.

Terms and conditions

- Permanent contract (subject to continuation of funding) for 35 hours per week. Generally, Monday to Friday 9am to 5pm (with an hour's unpaid break).
- Working from our BIAS offices in Willesden, the Hornsey Vale Community Centre and BIAS's future premises in Haringey, with options for flexible working following probation (1-2 days per week).
- Salary range depending on experience and qualifications: £36,000 to £42,000.

What we offer our staff

As a charity that strives to improve the wellbeing of our community, we understand that this starts with our staff. As part of our commitment to this we have made a number of cost-of-living adjustments to staff salaries. Other benefits of working at BIAS include:

- In addition to bank holidays, BIAS provides 25 days' annual leave entitlement, rising to 27 days after 5 years.
- BIAS pension scheme.
- Employee Assistance Programme and opportunities for training and professional development.
- Cycle-to-Work scheme.
- This role will be based in our offices but there may be some options for flexible working (i.e. one or two days per week).
- We recognise the importance of downtime with colleagues, and BIAS organises a funded Christmas party and summer get-together.

How to apply

To apply, please send a **CV and cover letter** to recruitment@biasbrent.co.uk. Your cover letter should demonstrate how you meet the essential and desirable criteria for this role, with supporting examples.

The deadline for applications is **6th June 2025** but we encourage candidates to apply as soon as possible, as interviews may be carried out on a rolling basis.