
THE ARK GEDLING
REGISTERED CHARITY: 1212587

|  |  |
| --- | --- |
| **JOB TITLE:** Welfare Rights Adviser | **Salary: £25,000-28,000 depending on experience** |
| **Hours:** 35 hours per week with 15.5 hours available depending on candidates | **Annual Leave Allowance + pension:** Currently statutory minimum applies, however, there is a possibility of negotiating on these with a successful candidate.  |
| **Responsible to:** Senior Adviser |  |
| **Location:** The Ark Advice Centre, NG4 4HX and local area, e.g., food bank |  |

**About the Ark Gedling**

The Ark Gedling is a Christian charity that exists for the prevention and relief of poverty and hardship; it is a UK registered charity and a member of Advice UK. It provides a community café, with a range of activities to support community development and mutual support, which operate in conjunction with benefits advice sessions, so that local people receive expert advice alongside compassionate community support and empowerment. It works in close partnership with other charities and with local churches. We are excited to announce that we are looking to recruit a new welfare rights adviser to join our team.

**Who we are looking for:** We are seeking an individual who is experienced in charity sector work and is enthusiastic about building community and assisting people in hardship and poverty. The ideal candidate will have had some experience in supporting vulnerable people

The successful candidate will need to be self-motivated, dynamic and enjoy working with people. They will have a high level of English language skills both written and oral and will be a good listener able to empathize with people in distress.

**Responsibilities include:**

**Benefits Advice and Income Maximisation**

* To work with our Senior Adviser to deliver services addressing welfare benefits, financial literacy and wellbeing.
* To ensure that services are geared to meet the needs of individuals across the locality and that steps are taken to ensure those needs are understood.
* To deliver high quality welfare benefit advice to individuals and groups.
* To ensure exploration of income maximisation through benefit entitlement checks and appropriate signposting/referral for specialist welfare benefit advice and support.
* To deliver a benefits advice service through outreaches, e.g., food bank, as and when required.
* Manage own time and appointments for advice.

**Reporting**

* Contribute to reports highlighting the impact of our advice work to centre manager, trustees, grant funders and partners, e.g., the local food bank.
* To carry and manage own caseload, opening/closing cases appropriately.
* Ensure that Advice Pro is kept up to date.
* Refer people to specialist services and support from Senior Adviser as/when complex cases arise.

**Volunteer Support**

* Assist in supervising specialist volunteers that help oversee blue badge applications and triage support.
* Liaise with volunteers when people request appointments for advice.
* Be available to connect with our wider volunteer team and visitors to The Ark.

**Personal Qualities and Skills**

E – Essential

D – Desirable

|  |  |  |
| --- | --- | --- |
| Enjoys working in a lively, informal community settingAbility to build positive relationships and empathise with people’s circumstancesSelf-motivated and able to take own initiativeGood knowledge of the welfare benefitsHave good boundaries on what they can/cannot do in their roleCommunity and customer focusedAbility to prioritiseAbility to work co-operatively with others and gain the trust and respect of colleaguesWillingness to undertake job related trainingAbility to maintain confidentialityProficient with Microsoft office | EEEEEEEEEEE | Application/Interview |

**Relevant Experience**

|  |  |  |
| --- | --- | --- |
| Experience of delivering benefits adviceExperience using AdviceProExperience managing volunteers | EDD | Application/EvidenceApplication/EvidenceApplication/Evidence |

**Qualifications:**

Essential: GCSE or equivalent qualifications in Maths and English – Grade C and above.

Desirable: A Levels or degree level qualifications.

**Safeguarding:**

A satisfactory enhanced Disclosure and Barring Service (DBS) check will be a requirement once a conditional offer of employment is made to successful candidates.

**How to apply:**

Please send your CV and a covering letter explaining why you want the job and how your experience fulfils the criteria to recruitment.thearkgedling@gmail.com

**Application deadline:**

Applications must be received in the format stated above by Friday 5th September 2025. Interviews are currently scheduled for **week commencing 15th September 2025**

For further information please call 0115 8599556 or email recruitment.thearkgedling@gmail.com