



NLMCC ADVICE & SUPPORT OFFICER

Salary: £25,200 - £27,000 P/A

Term of contract: 35 hours per week (split between service delivery and service development)

Reports to: NLMCC Management Team

Application Deadline: 11:59pm, Sunday 9th November 2025

Please Note: All applications must be submitted via the NLMCC application form which can be found at: [We are hiring! – NLMCC](#) By Email to: hashim@nlmcc.org.uk

CVs and Cover Letters will not be accepted

SERVICE BACKGROUND

The NLMCC services have been established since 1980. Delivering a wide range of services such as providing information, advice, casework and reporting.

JOB PURPOSE

The North London Muslim Community Centre (NLMCC) is a vibrant hub dedicated to supporting and empowering our local community. We are seeking a passionate and proactive individual to join our team and as a key part of the development and delivery of our vital advice services.

THE OPPORTUNITY

This is a unique and rewarding role for a dynamic individual who is passionate about making a tangible difference. You will be at the forefront of our community support efforts, responsible for providing direct, face-to-face support to those in need and supporting the future development of our advice service.

You will help ensure our advice services are effective, accessible, and responsive to the needs of our community. This hybrid role combines hands-on casework with opportunities to support strategic development, offering a varied and impactful career opportunity.

WHY JOIN NLMCC?

This is your chance to take on a role with real ownership and impact. You will be a key part of a dedicated team and a respected community organisation, where your work will directly contribute to the wellbeing of local residents. We offer opportunities for professional development and a supportive, collaborative working environment.



KEY RESPONSIBILITIES

Service Delivery & Casework:

- Deliver a comprehensive support service to community members, covering welfare rights, housing, social care, and other local advice needs.
- Provide direct client support through information, signposting, advice, and casework, including reading documents and making calls to partner agencies.
- Act as an advocate for clients with their permission, assisting with form filling, correspondence, and liaising with third parties.
- Manage your own caseload with a high degree of autonomy, ensuring all work is recorded accurately and confidentially in our database.
- Handle telephone enquiries and appointments, providing excellent customer service at all times.

Service Development & Leadership:

- Actively contribute to the continuous improvement of the advice service by sharing innovative ideas to enhance our delivery and impact.
- Support the NLMCC Management Team in working towards a recognised advice quality mark (e.g., the Advice Quality Standard) by helping to gather evidence, audit casework, and implement new procedures.
- Maintain and support strong partnerships with other local agencies to create a robust support network for our clients.
- Assist the management team with funding applications by providing case studies, service statistics, and other information as required.
- Provide administrative support for service development, such as assisting with policy updates, data collection for reports, and the induction of new staff or volunteers.
- Develop and distribute promotional materials, including newsletters, social media updates, and timetables, to raise awareness of our services.

Organisational Support:

- Uphold the highest standards of confidentiality and data protection in line with statutory regulations.
- Ensure a safe and welcoming environment by adhering to health & safety policies and conducting daily risk assessments.
- Work collaboratively with the NLMCC team and actively participate in supervision, training, and promotional events.
- Undertake any other reasonable duties as requested by the NLMCC Director and Management.



PERSON SPECIFICATION

Category	Criteria	Requirement
Experience	Experience of providing support, information, or advice to the public in a formal or informal setting (e.g., paid, voluntary, or as a community representative).	Essential
	Experience of managing your own caseload or workload with a high degree of autonomy.	Desirable
Skills & Abilities	Excellent interpersonal and communication skills, with the ability to work as a collaborative member of a team and engage sensitively with people from diverse backgrounds.	Essential
	Strong organisational skills with the ability to manage multiple tasks and maintain accurate records.	Essential
	Ability to work calmly and effectively in challenging situations and under pressure.	Essential
	Proficient IT skills, including the use of computer systems for data entry and management.	Essential
	Fluency in a community language such as Arabic, Bengali, Gujarati, Swahili, Turkish, or Urdu.	Desirable
Knowledge & Qualifications	A good standard of literacy and numeracy, sufficient to write case notes, assist with forms, and manage data.	Essential
	An understanding of the key issues affecting the local community (e.g., welfare, housing, social care).	Desirable
	A recognised qualification in Information, Advice, and Guidance.	Desirable
Commitment & Working Practices	A clear and demonstrable commitment to the Vision and Values of the North London Muslim Community Centre.	Essential
	A strong, practical commitment to equality, diversity, safeguarding, and non-discriminatory practice.	Essential
	A flexible approach to work, including the ability to work occasional evenings and weekends, attend off-site meetings, and undertake other duties as required to support the service.	Essential